SendQuick Alert Plus Server 1.5

Licensing Agreement and

User Manual

Prepared by

TalariaX Pte Ltd
No. 11 Howard Road #04-00
Tat Hong Industrial Building
Singapore 369583

Tel: +65 6280 2881
Fax: +65 6280 6882

E-mail: info@talariax.com
Web: www.talariax.com

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TalariaX Pte Ltd
No. 11 Howard Road #04-00
Tat Hong Industrial Building
Singapore 369583
Tel: 65 – 6280 2881
Fax: 65 – 6280 6882
E-mail: info@talariax.com
Web: www.talariax.com

sendQuick Alert Plus Server 1.0

User Manual

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SENDQUICK ALERT PLUS SERVER 1.5 ADMINISTRATION USER MANUAL

1.0 INTRODUCTION

Welcome to sendQuick Alert Plus Server 1.0 Administration User Manual. This document is prepared for the administrator, as a guide for configuring the sendQuick Alert Plus Server for sending and receiving SMS.

The Administrator will configure the sendQuick Alert Plus Server for it to work in your company's network to send and receive SMS. The Administrator will need to work on the network configuration first, which is the Server Set-up. Once you had configured the IP address and the relevant network set-up, you can access sendQuick from any workstations using a web browser.

2.0 SET-UP PROCEDURE

The sendQuick Alert Plus Server is designed to be set-up and configured easily. It will save you time and resources and enable your corporation to have a SMS server within 5 minutes.

The following are the steps to set-up the system fully.

1. Connect the power supply, GSM modem and a serial cable (null modem is supplied the system
2. Power-up the system and you will see the log-in screen using the hyper terminal on your PC
3. Log-in using the hyper terminal screen and configure the IP relevant to your network
4. Save the IP address
5. Plug in the ethernet (LAN) cable
6. Access using a web browser to the IP and you can continue to access and configure the system as in section 3.2.

You will be ready to send and receive SMS messages when you have performed the steps above.

> **Note:** Get assistance from your system administrator if you do not have the IP addresses for the server and gateway.

3.0 SET-UP AND CONFIGURATION

3.1 Physical Connections

The first step in configuring the sendQuick Alert Plus Server is to establish all the physical connections. This includes power cable, GSM modem connection (USB or serial), SIM card and serial (null modem) cable to your PC/laptop. The ethernet (LAN) connection will be connected at a later stage (we will advise you in this document) after the Server Set-up is completed.

> **Note:** We suggest that you connect the ethernet (LAN) later as the default IP setting (192.168.1.8) may conflict with your existing network.

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3.2 Log-in Procedures and Initial Configuration

After completing the physical connections, you can power-up the system and let the system activate the program. After the activation process, the server will prompt for a login on the PC connected via a Null Modem cable. This process allows you to log-in to the system and to change the server IP to an IP acceptable by your company. After this configuration, you can access the server using a normal web browser.

To view the menu using Null Modem, you need to activate the Hyper Terminal program on your PC (that is connected via the Null Modem cable). The Hyper Terminal is typically found on the following folder in your Windows directory.

Go to Start Windows > All Programs > Accessories > Communications > Hyper Terminal

Select Hyper Terminal and the program will start. You will be prompted to configure the access. You will need to configure the following:

(a) Allocate a **Name** to the setting, eg, Alert.
(b) Select the **COM Port**. Select any of the available COM port which may be used by the Null Modem cable.
(c) Set the **Baud Rate** to 9600.
(d) Select **Apply** and **Connect**. You will see a screen as depicted in Figure 1 below.

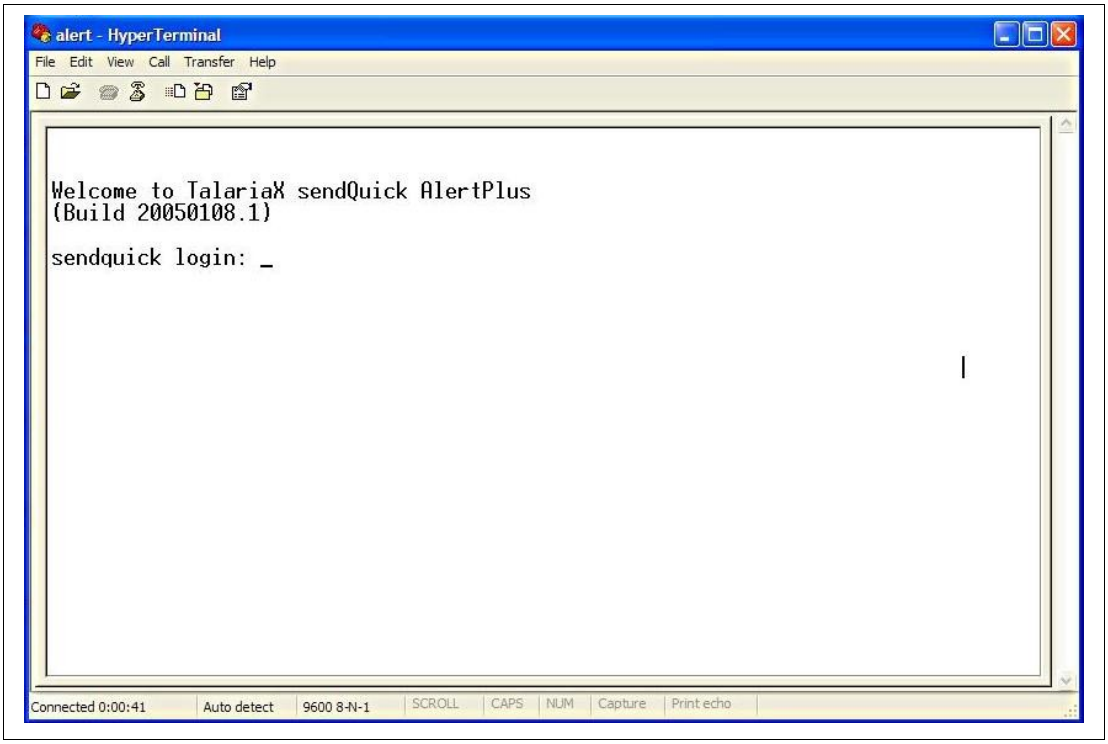

Figure 1: System Log-in via Null Modem

At the cursor location, enter the login name and password to access the system. The default login namd and password is given below:

Login : admin Password: sqroot

Once the login is successful, you will be able to configure the IP address as shown in Figure 2 below.

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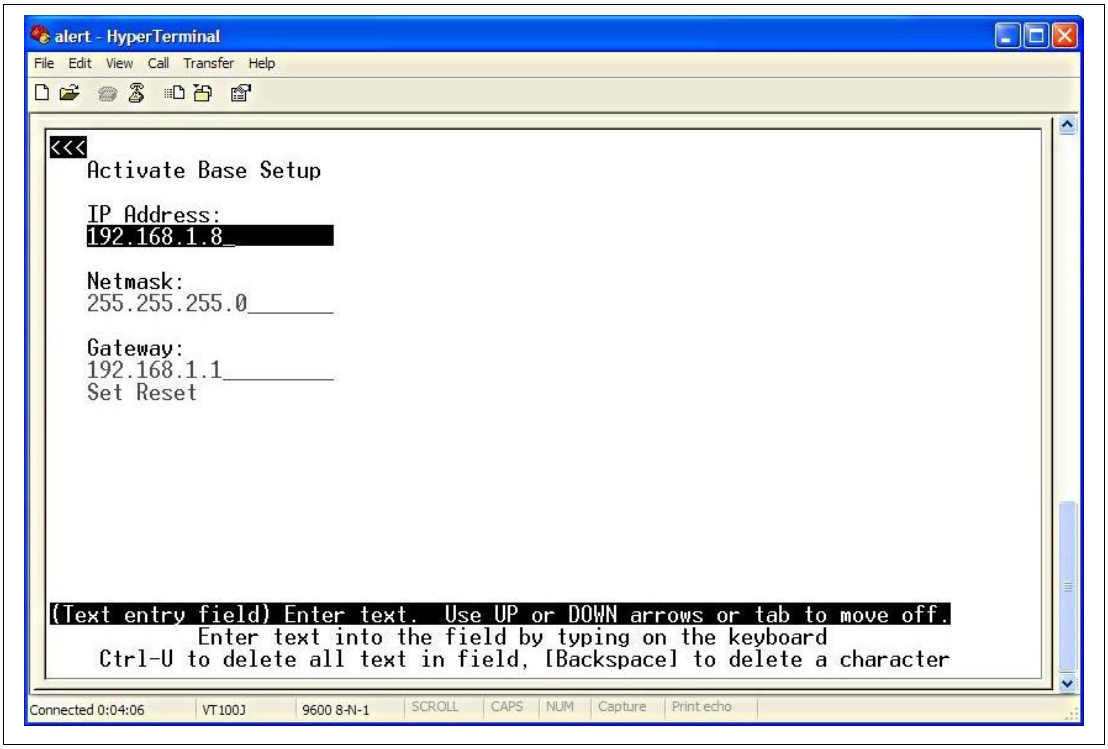

Figure 2: Set IP address

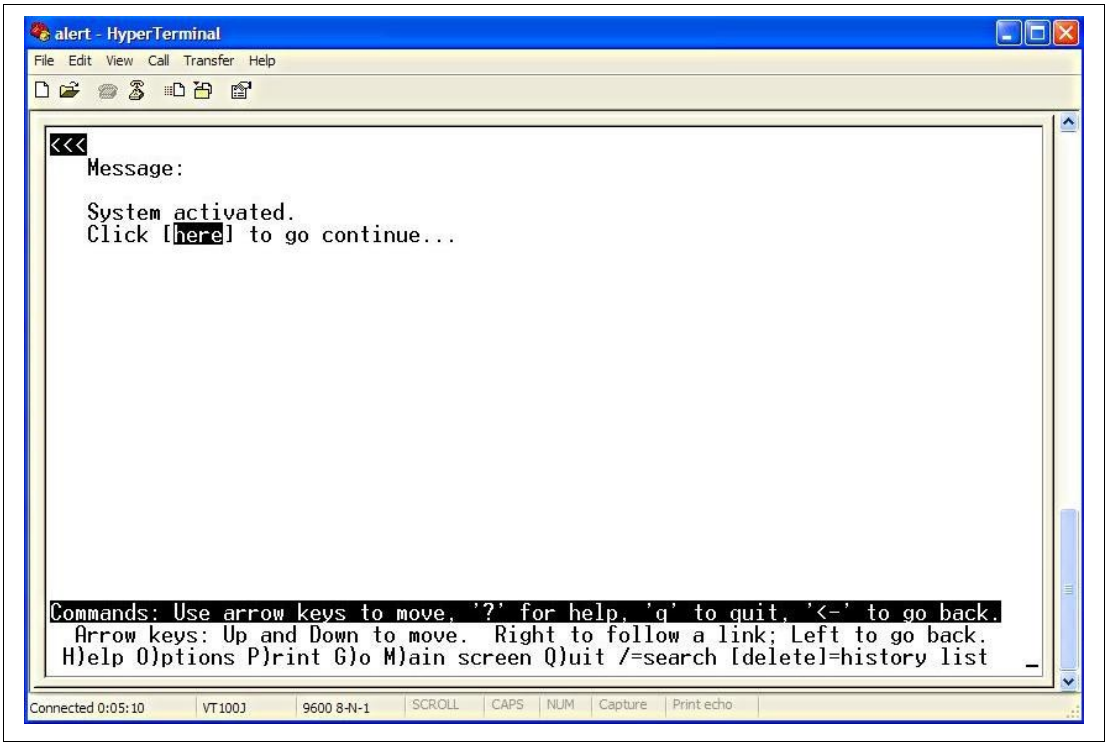
alert - HyperTerminal
File Edit View Call Transfer Help
<<<
Message:
System activated.
Click [here] to go continue...
Commands: Use arrow keys to move, '?' for help, 'q' to quit, '<-' to go back.
Arrow keys: Up and Down to move. Right to follow a link; Left to go back.
H)elp O)ptions P)rint G)o M)ain screen Q)uit /=search [delete]=history list
Connected 0:05:10
VT100J
9600 8-N-1
SCROLL
CAPS
NUM
Capture
Print echo

Figure 3: Confirm IP address

Insert the desired IP address, Netmask and Gateway. Use the arrow keys to navigate and insert the value. Follow the instruction at the bottom of the screen. Once complete, activate the setting (Figure 3) and you can then access the system via web browser using the configured IP address.

Connect the server to the LAN and you can access using a web browser. Enter the IP on your browser and you will see a second **Log-in** page as shown in Figure 4.

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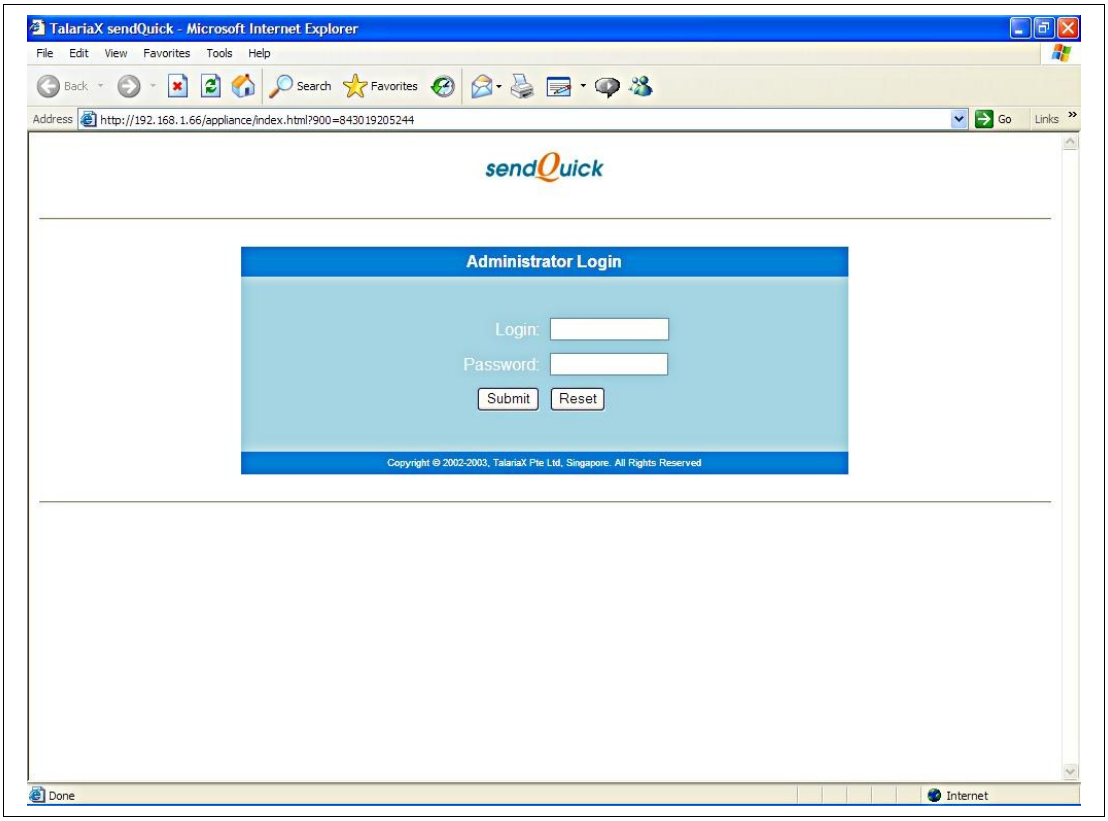

Figure 4: Administrator Log-in Page

Enter the default Administrator's Log-in Name and Password to access the system. The default Log-in Name and Password is as below:

Log-in Name: admin **Password:** admin123

You can change the password by using the change password button after logging-in. The procedure to change password is explained in Section 3.14.

3.3 Server Set-up

After log-in (as in Section 3.2), you will see the Server Setup setting as shown in Figure 3 below. This is the default display with the left navigation bar as the Main Menu. You can navigate to configure different modules of the server by selecting the left navigation bar.

In the Server Setup, configure the relevant sections with the desired value. The IP, Netmask and Gateway IP would had been configured previously, as shown in section 3.2.

On the left is the navigation bar and allow configuration for the following items listed below.

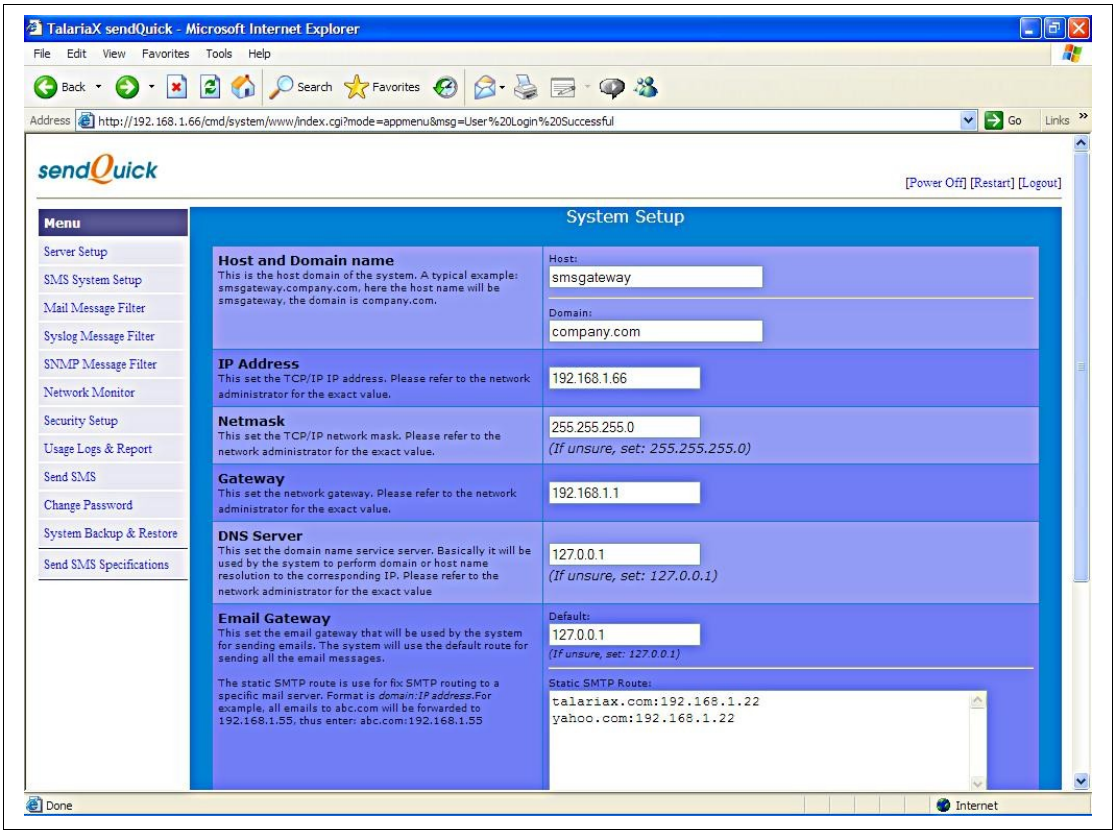
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/index.cgi?mode=appmenu&msg=User%20Login%20Successful
Go Links
sendQuick
[Power Off] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
System Setup
Host and Domain name
This is the host domain of the system. A typical example: smsgateway.company.com, here the host name will be smsgateway, the domain is company.com.
Host:
smsgateway
Domain:
company.com
IP Address
This set the TCP/IP IP address. Please refer to the network administrator for the exact value.
192.168.1.66
Netmask
This set the TCP/IP network mask. Please refer to the network administrator for the exact value.
255.255.255.0
(If unsure, set: 255.255.255.0)
Gateway
This set the network gateway. Please refer to the network administrator for the exact value.
192.168.1.1
DNS Server
This set the domain name service server. Basically it will be used by the system to perform domain or host name resolution to the corresponding IP. Please refer to the network administrator for the exact value
127.0.0.1
(If unsure, set: 127.0.0.1)
Email Gateway
This set the email gateway that will be used by the system for sending emails. The system will use the default route for sending all the email messages.
The static SMTP route is use for fix SMTP routing to a specific mail server. Format is domain:IP address.For example, all emails to abc.com will be forwarded to 192.168.1.55, thus enter: abc.com:192.168.1.55
Default:
127.0.0.1
(If unsure, set: 127.0.0.1)
Static SMTP Route:
talariax.com:192.168.1.22
yahoo.com:192.168.1.22
Done
Internet

Figure 5: Server Setup and Navigation Bar

(a) Server Set-up
- to prepare and configure the server to connect to the TCPIP network

(b) SMS System Set-up
- to configure the system on how to send and receive messages, as well as how to interface with external application for receiving SMS messages

(c) Mail Message Filter
- to configure the filter rules to send selective SMS /email alert messages

(d) SNMP Message Filter
- to configure alerting (SMS and email) rules via SNMP Trap messages

(e) Syslog Message Filter
- to configure alerting (SMS and email) rules via Syslog messages

(f) Network Monitor (Ping)
- to configure SMS alerting rules based on server non response time

(g) Security Setup
- to configure the permission for certain IP addresses that are allowed to send SMS messages for sendQuick server

(h) Usage Log and Reports
- to view and configure the usage log-file for administration purposes

(i) Change Login Password
- change the default log-in password

(j) System Backup and Restore
- Backup and restore the system and alert rules

(k) Send SMS Specifications
- these are the specifications and format to send messages to sendQuick server.

We will work on Server Set-up first. Select **'Server Set-up'** by clicking on it. You will see the items for server set-up configuration as shown in Figure 5 (above) and 6 below.

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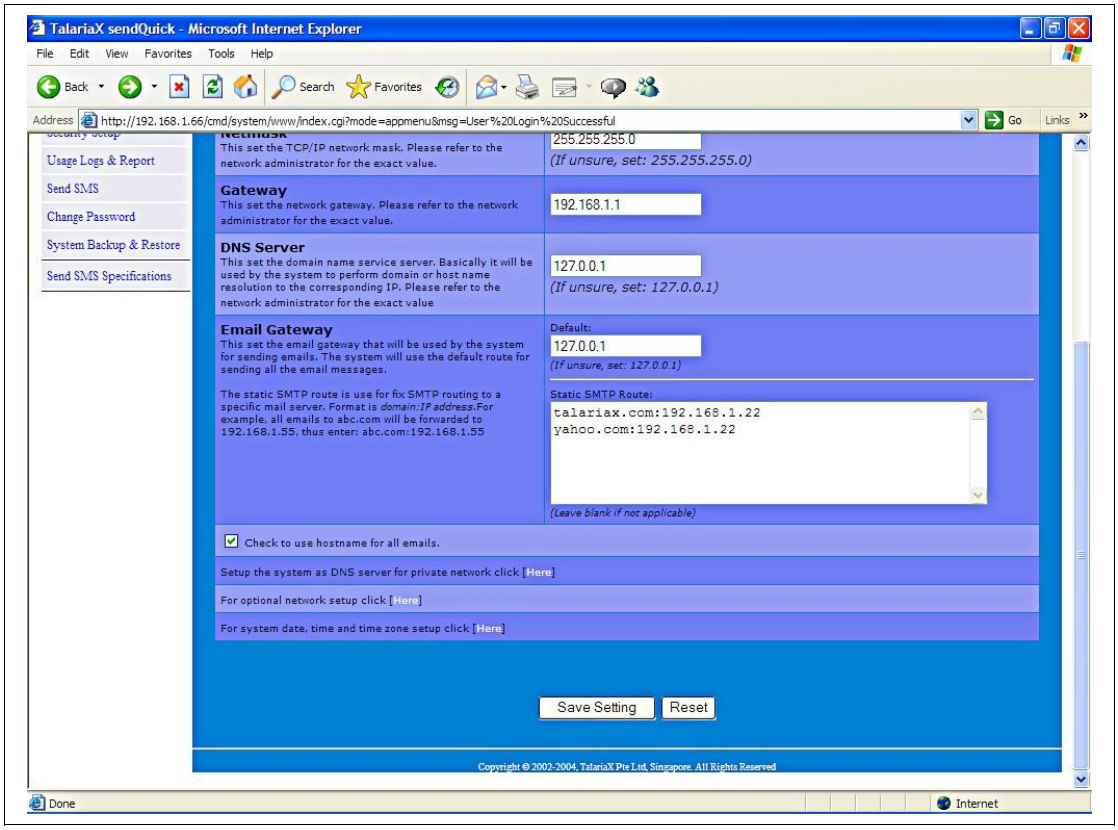
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/index.cgi?mode=appmenu&msg=User%20Login%20Successful
Go Links
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
This set the TCP/IP network mask. Please refer to the network administrator for the exact value.
255.255.255.0
(If unsure, set: 255.255.255.0)
Gateway
This set the network gateway. Please refer to the network administrator for the exact value.
192.168.1.1
DNS Server
This set the domain name service server. Basically it will be used by the system to perform domain or host name resolution to the corresponding IP. Please refer to the network administrator for the exact value
127.0.0.1
(If unsure, set: 127.0.0.1)
Email Gateway
This set the email gateway that will be used by the system for sending emails. The system will use the default route for sending all the email messages.
Default:
127.0.0.1
(If unsure, set: 127.0.0.1)
The static SMTP route is use for fix SMTP routing to a specific mail server. Format is domain:IP address.For example, all emails to abc.com will be forwarded to 192.168.1.55, thus enter: abc.com:192.168.1.55
Static SMTP Route:
talariax.com:192.168.1.22
yahoo.com:192.168.1.22
(Leave blank if not applicable)
Check to use hostname for all emails.
Setup the system as DNS server for private network click [Here]
For optional network setup click [Here]
For system date, time and time zone setup click [Here]
Save Setting
Reset
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 6: Server Set-up Configuration

In Server Set-up, you will need to configure the following:

(a) Server Host and Domain Name

- The server hostname is the name assigned for the server. This can be of any name, like 'sms', or use a name that is related to your company. The domain name is the assigned name for the server. If the domain is 'sendquick.com', the full name is 'sms.sendquick.com'. Use a valid name if you have a DNS to do name resolution.

(b) Server IP Address

- This is the IP address assigned to the sendQuick server. You can use an internal or public IP, depending on your network configuration. This IP is used to identify the server and will be used in all communications between sendQuick and external applications as mentioned in Section 3.5. The default IP is 192.168.1.8.

(c) Netmask

This is the subnet mask value of the network. This defines the network that you are connected to. Most networks use 255.255.255.0. This has been set as the default value in the system.

(d) Gateway IP Address

Gateway IP refers to the IP address of your machine that does routing to other machines in another network. For most networks, it refers to your router's IP address. If you are using an ADSL dial-up, you can use the IP of the ADSL router.

(e) DNS Server IP Address

DNS Server refers to machines that will resolve a valid hostname. This is usually a server that is connected to the Internet with the capability to update the hostname via the public Internet or via an internal network (for internal DNS). If you do not have a DNS server, set the IP to 127.0.0.1. This allows the sendQuick to obtain

updates from Internet periodically. ***Note: If you are using a firewall, please configure your firewall to allow UDP connection (port 53) as DNS server (127.0.0.1) uses UDP for data update.***

(f) Email Gateway IP Address and Static SMTP IP Routing

Email Gateway refers to the SMTP server that will send email out to the Internet. If you have an email server in your office or you are allowed to use an email SMTP gateway on the Internet, use that IP in the sendQuick server. Else, insert 127.0.0.1 to use the internal SMTP in sendQuick server. (See section 3.7 on security on using this SMTP gateway). The static SMTP routing allows specific incoming messages domain to be routed to specific SMTP server.

(g) Check to use Hostname for all emails

By checking on this field, all emails that sent out from the sendQuick server (like failure notice, incoming SMS, etc) will bear the Hostname that you had configured in the Hostname section in the Server Set-Up.

SendQuick has a DNS server built-in (refer to (e) above when you use 127.0.0.1) that can resolve DNS name. It is designed to resolve a single (1) hostname only. However, you can create multiple sub-domain if desired. Please see the Figure 7 below:

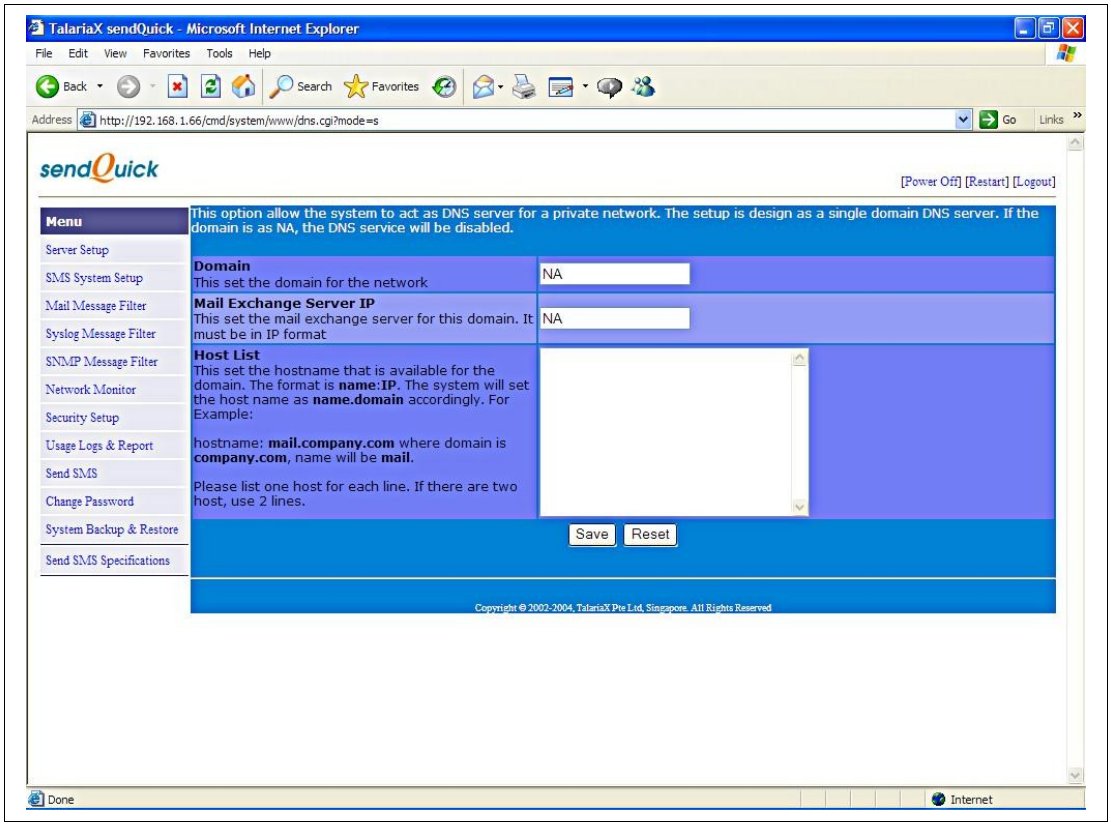
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/dns.cgi?mode=s
Go Links
sendQuick
[Power Off] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
This option allow the system to act as DNS server for a private network. The setup is design as a single domain DNS server. If the domain is as NA, the DNS service will be disabled.
Domain
This set the domain for the network
NA
Mail Exchange Server IP
This set the mail exchange server for this domain. It must be in IP format
NA
Host List
This set the hostname that is available for the domain. The format is name:IP. The system will set the host name as name.domain accordingly. For Example:
hostname: mail.company.com where domain is company.com, name will be mail.
Please list one host for each line. If there are two host, use 2 lines.
Save
Reset
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 7: Configure DNS Hostname

From Figure 7 above, you can specify the domain name for the DNS to resolve, the Mail Exchange IP (sendQuick Alert has a built-in SMTP server) to sendQuick or another external server and other sub-domain for the DNS to resolve. With this DNS feature, the company will have an internal DNS service for name resolution. However, it is not meant to resolve all hostnames.

In this section, you can also configure the additional network setting of you wish to connect more than one (2 more) networks to the sendQuick server. Connect your LAN cable to the LAN ports in the sendQuick server and configure the IP for the respective networks on the spaces provided in Figure 8. Once complete configuration, select the **Submit** button to activate it.

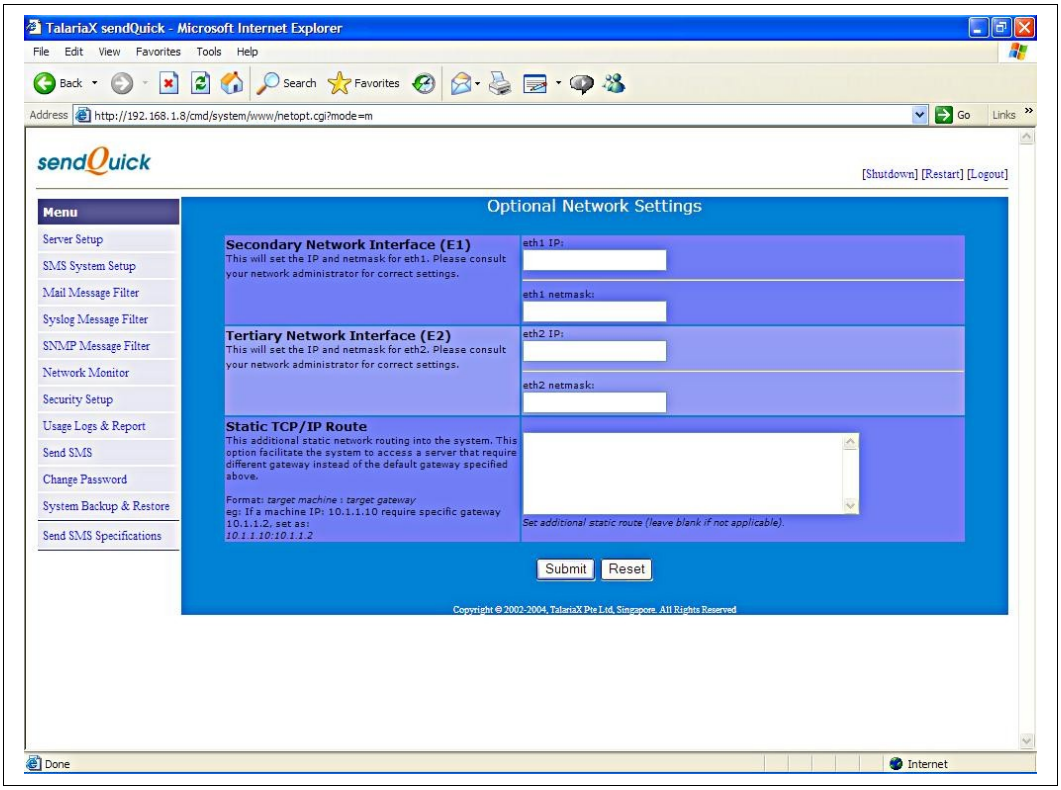
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/netopt.cgi?mode=m
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Optional Network Settings
Secondary Network Interface (E1)
This will set the IP and netmask for eth1. Please consult your network administrator for correct settings.
eth1 IP:
eth1 netmask:
Tertiary Network Interface (E2)
This will set the IP and netmask for eth2. Please consult your network administrator for correct settings.
eth2 IP:
eth2 netmask:
Static TCP/IP Route
This additional static network routing into the system. This option facilitate the system to access a server that require different gateway instead of the default gateway specified above.
Format: target machine : target gateway
eg: If a machine IP: 10.1.1.10 require specific gateway 10.1.1.2, set as:
10.1.1.10:10.1.1.2
Set additional static route (leave blank if not applicable).
Submit
Reset
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 8: Optional Network Setting

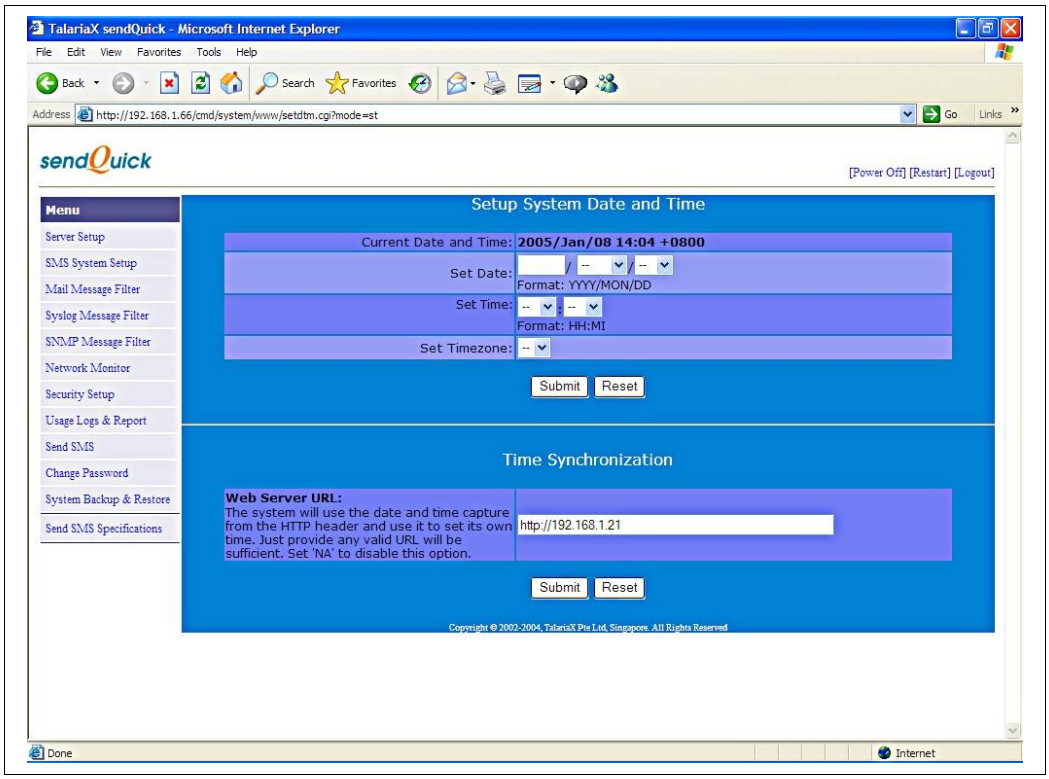

Figure 9: Configure System Date, Time and Time Zone

The final item to configure in Server Setup is the server date, time and timezone. You can also allow the sendQuick server to update the sendQuick time using a time server. Complete the IP or URL of the time server in the space provided. Select **Submit** when complete configuration.

When you have completed the server set-up, select the '**Save Setting**' button. The server setting will be saved into the system with the new IP address provided. However, this does not activate the server with the new IP address. To activate, you will need to select the '**Activate Setting**' button. After activation, you will be prompted to login to the system again. Activation ensures the changes to be in force.

3.4 SMS System Set-up

SMS System Set-up refers to how the modem is connected and how the sendQuick server interacts with your applications, for sending and receiving SMS. There are 8 main items that need to be configured. They are:

(i) Modem connection and message format (for e-mail)
The default modem setting (COM) is USB. This enables a plug-n-play experience for modem setup. Select the number of modems (1, 2 or more) depending on your modem port license. Set to NONE if you do not wish to use the modem (some of the modem usage information is documented in Q5.8 in Troushooting). Then, select how the e-mail to SMS message is sent (with sender's address, subject matter or message body) as well as the number of SMS per e-mail message, if the message is longer than 160 characters. If it is longer than 160 characters, it will be truncated and sent as multiple SMS if you select to send more than 1 SMS per e-mail. You have the option to send Long SMS format, if selected.

(ii) SMS to Email Function
*The administrator can Enable the SMS to Email service by checking on the box provided. This will allow all users to send email via the SMS message. The format to send is: **EM<space>Recipient Email Address<space>Message Content**. Send this SMS (in the format stated) to your SIM card number attached to the server. This SMS message will be converted to an email message and sent to the intended recipient.*

(iii) Service Activation/Deactivation
The administrator can Enable and Disable the services (E-mail to SMS and HTTP-to-SMS) if required. This can be used as a form of security and control measure.

(iv) Error SMS Messages Handling
When there is an error SMS message or if the message is not sent, the sendQuick Appliance will inform the sender via HTTP or E-mail. Please specify the HTTP URL address or e-mail address for this purpose.

(v) Modem Language
*This is to set the GSM modem to **receive** the messages in the desired language. Currently, sendQuick only support 4 language types (ASCII, Simplified Chinese -GB2312, Traditional Chinese-BIG5 and Thai language). Please select the language that you wish.*

(vi) Received SMS Messages Handling
When there is a SMS message received by the server (incoming SMS message), the sendQuick Appliance will inform the recipient via HTTP or E-mail. Please specify the HTTP URL address or e-mail address for this purpose.

(vii) Mobile Number Prefix

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This information is to insert the local prefix for your country code, which will not be usually required for sending local SMS. This prefix item is important for the proper functioning of the escalation feature.

(viii) View Modem Status

This section will indicate whether the GSM modem is connected and detected by sendQuick Alert server. If connected, the SMSC number will be shown. This is shown in Figure 12 below.

Note:	When you switch between USB and Serial connection and vice versa, please remember to shutdown the server, connect the relevant modem and restart the server. You need to restart the server as sendQuick may not be able to detect the modem properly. This is more evident in the USB modem.

For receiving messages (either Error or SMS Response Messages) you can use both HTTP Post/Get and E-mail methods. The error HTTP string will be as follow:

http://<failure_url>?mno=91234567&txt=Hello+World&status=F
Where:
mno -- the mobile phone number
txt -- the text message
status – F (failure)

The Received Messages (SMS Response) string is explained in Section 3.10 below.

Fill in the information in the spaces provided as shown in Figure 10 and 11 below.

Note:	You have to fill in all items in the SMS System Set-up. If you do not wish to use any particular function, use NA in the space provided.

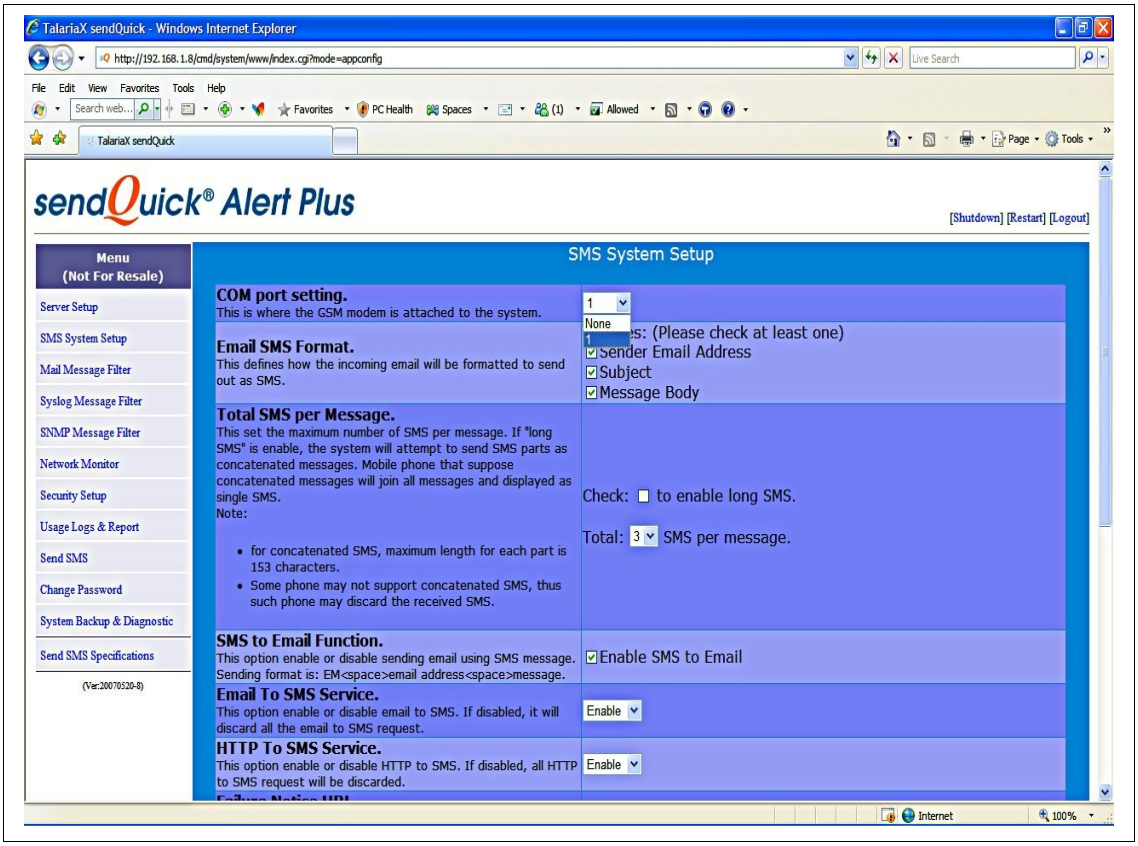
TalariaX sendQuick - Windows Internet Explorer
http://192.168.1.8/cmd/system/www/index.cgi?mode=appconfig
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu (Not For Resale)
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Diagnostic
Send SMS Specifications
(Ver:20070520-8)
SMS System Setup
COM port setting.
This is where the GSM modem is attached to the system.
None
Email SMS Format.
This defines how the incoming email will be formatted to send out as SMS.
Sender Email Address
Subject
Message Body
Total SMS per Message.
This set the maximum number of SMS per message. If "long SMS" is enable, the system will attempt to send SMS parts as concatenated messages. Mobile phone that suppose concatenated messages will join all messages and displayed as single SMS.
Note:
for concatenated SMS, maximum length for each part is 153 characters.
Some phone may not support concatenated SMS, thus such phone may discard the received SMS.
Check: to enable long SMS.
Total: SMS per message.
SMS to Email Function.
This option enable or disable sending email using SMS message. Sending format is: EM<space>email address<space>message.
Enable SMS to Email
Email To SMS Service.
This option enable or disable email to SMS. If disabled, it will discard all the email to SMS request.
Enable
HTTP To SMS Service.
This option enable or disable HTTP to SMS. If disabled, all HTTP to SMS request will be discarded.
Enable
Internet
100%

Figure 10: SMS System Setup and Configuration

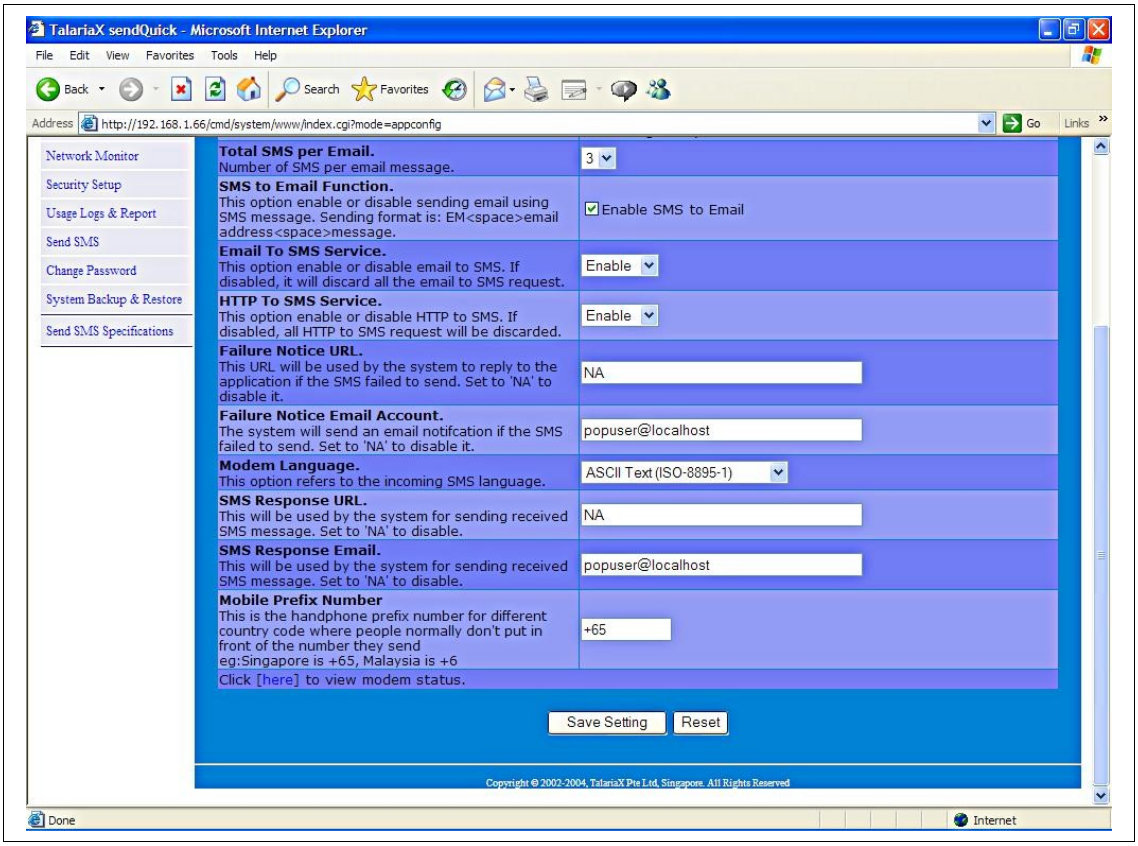
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/index.cgi?mode=appconfig
Go Links
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Total SMS per Email.
Number of SMS per email message.
3
SMS to Email Function.
This option enable or disable sending email using SMS message. Sending format is: EM<space>email address<space>message.
Enable SMS to Email
Email To SMS Service.
This option enable or disable email to SMS. If disabled, it will discard all the email to SMS request.
Enable
HTTP To SMS Service.
This option enable or disable HTTP to SMS. If disabled, all HTTP to SMS request will be discarded.
Enable
Failure Notice URL.
This URL will be used by the system to reply to the application if the SMS failed to send. Set to 'NA' to disable it.
NA
Failure Notice Email Account.
The system will send an email notifcation if the SMS failed to send. Set to 'NA' to disable it.
popuser@localhost
Modem Language.
This option refers to the incoming SMS language.
ASCII Text (ISO-8895-1)
SMS Response URL.
This will be used by the system for sending received SMS message. Set to 'NA' to disable.
NA
SMS Response Email.
This will be used by the system for sending received SMS message. Set to 'NA' to disable.
popuser@localhost
Mobile Prefix Number
This is the handphone prefix number for different country code where people normally don't put in front of the number they send
eg:Singapore is +65, Malaysia is +6
+65
Click [here] to view modem status.
Save Setting
Reset
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 11: SMS System Set-up (Continue)

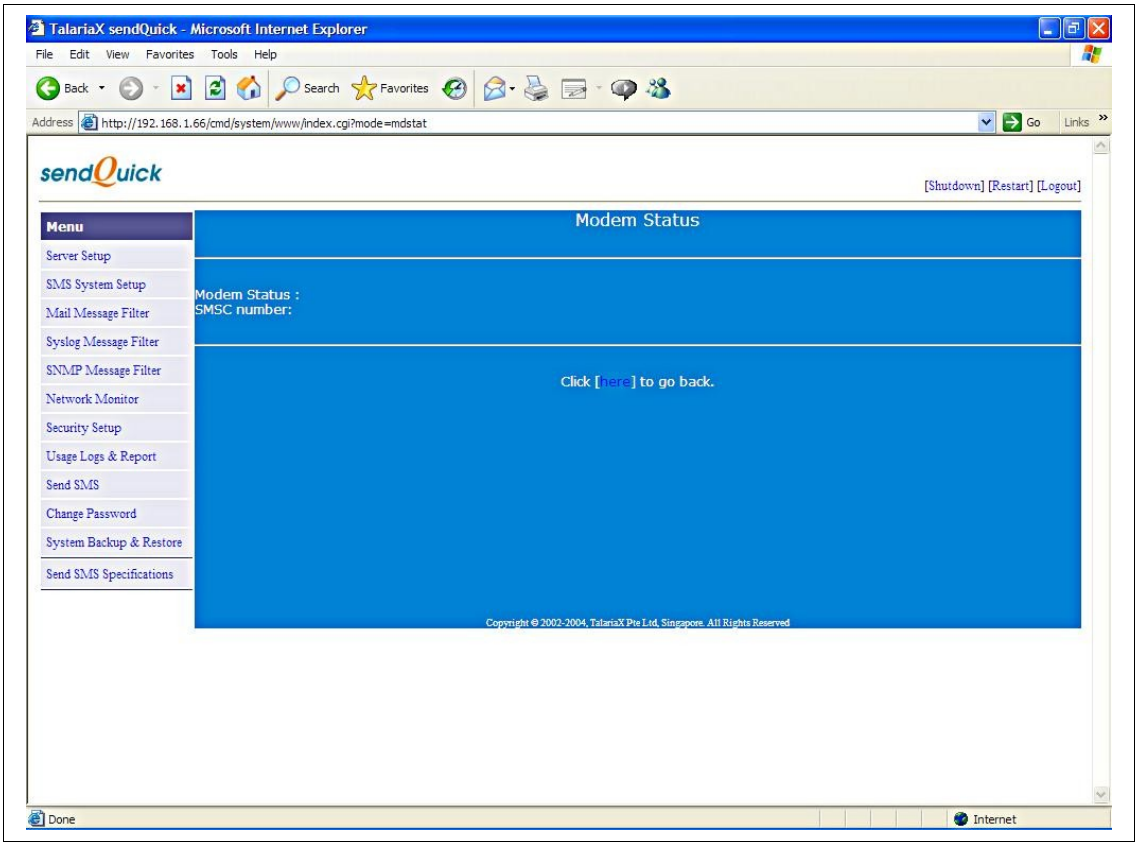

Figure 12: Modem Status

When everything is completed, select **Save Setting** button and the data will be updated with the new configuration. However, this does not activate the server with the new configuration yet. To activate, you will need to select the **'Activate Setting'** button when presented.

3.5 Mail Message Filter

Select the **Mail Message Filter** (in the Navigation Menu) and the **Message Filter Summary** will be shown (in Figure 13). The Message Filter section need to be configured carefully to provide the right rules for SMS alert. It is fine if you configure the Message Filter on a later stage as it has no impact on the operation of sendQuick system. The Message Filter will be useful for the selective sending of alert messages using SMS.

3.5.1 Message Filter Summary and Email Configuration

The email summary list all the message filters that had been created in the system. You can create as many message filters as required. In Figure 13 below, there is a button for creating multiple email address in the sendQuick system, to receive alert messages for filtering. Select on the **Email Address** button (in Figure 13) and Figure 14 with configuration option will be shown. You can also configure the time buffer that will ignore any repeated messages during the buffer period (Figure 15 below).

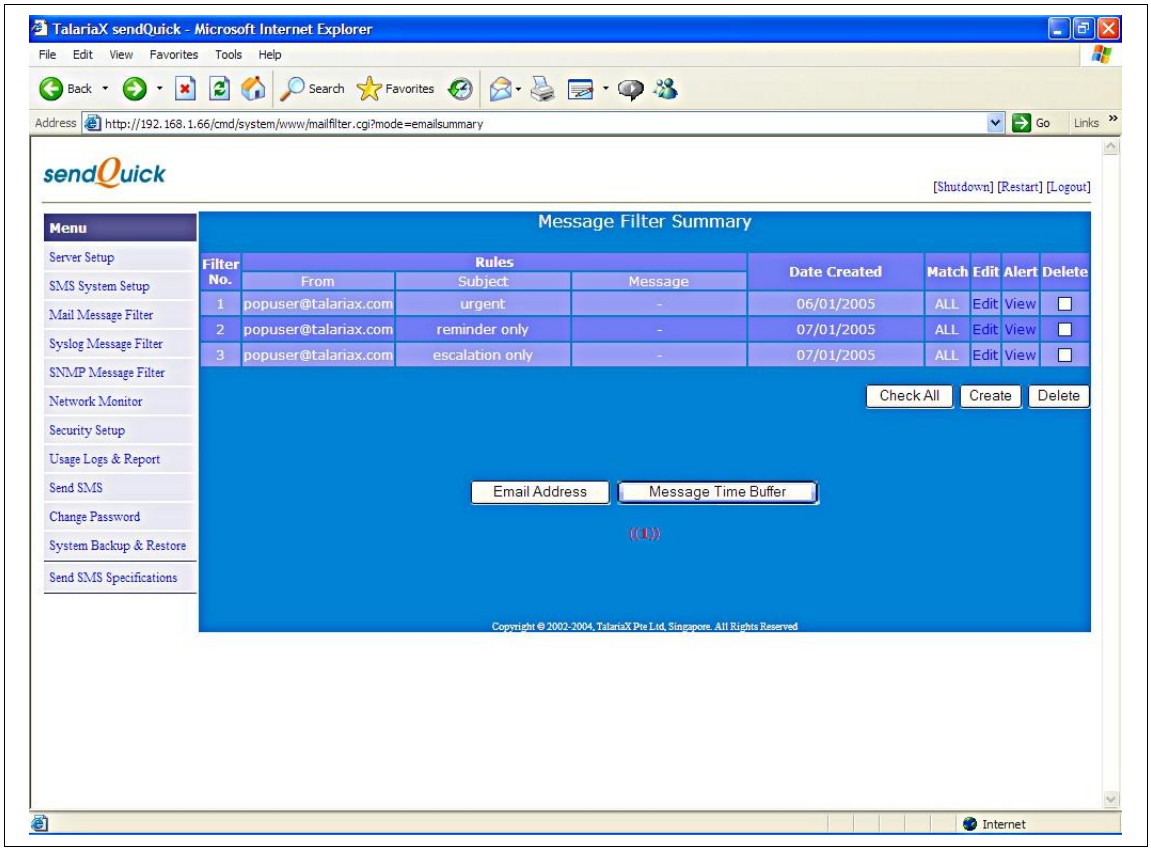

Figure 13: Message Filter Summary

The configurable email addresses are used for sending alert messages from your firewall, anti-virus, IDS/IDP, UPS and others, to these email addresses. All messages that were sent to these addresses will be filtered in accordance to the message filter rules. Hence, all the rules created will be applied to all these email addresses.

The purpose of these email addresses is to offer the flexibility for users to forward alert messages to common email addresses, that can be created by the users. All types of usernames can be created, except for *default* and *monitor*, that had been reserved by the system. Just enter the desired email address user names in the space provided. For more addresses, just enter them on the next line.

All addresses will end with the IP address or the domain name of the sendQuick server. If the sendQuick server has an IP of *192.168.1.8* or a server name of *sms.com.sg*, then the email addresses created will be as follow (if the email username is ***alarm***):

alarm@192.168.1.8 or *alarm@sms.com.sg*

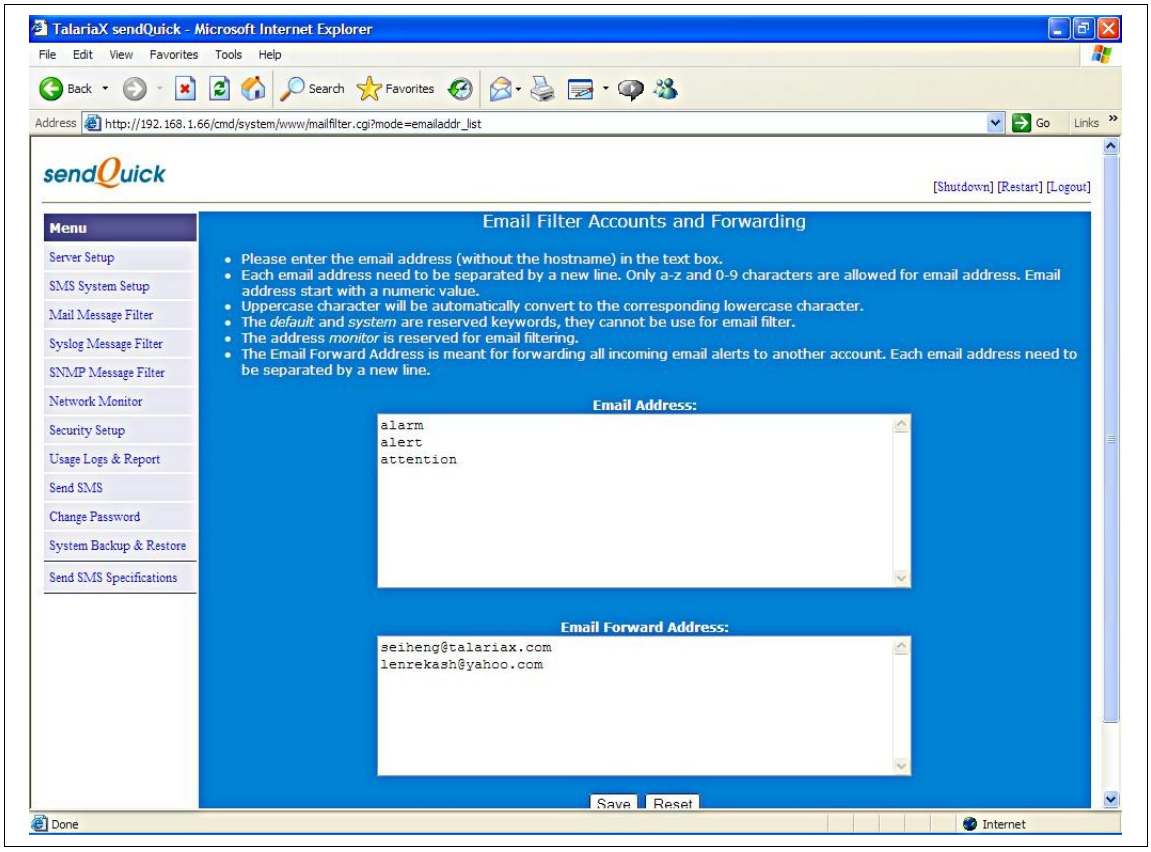
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/mailfilter.cgi?mode=emailaddr_list
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Email Filter Accounts and Forwarding
Please enter the email address (without the hostname) in the text box.
Each email address need to be separated by a new line. Only a-z and 0-9 characters are allowed for email address. Email address start with a numeric value.
Uppercase character will be automatically convert to the corresponding lowercase character.
The default and system are reserved keywords, they cannot be use for email filter.
The address monitor is reserved for email filtering.
The Email Forward Address is meant for forwarding all incoming email alerts to another account. Each email address need to be separated by a new line.
Email Address:
alarm
alert
attention
Email Forward Address:
seiheng@talariax.com
lenrekash@yahoo.com
Save
Reset
Done
Internet

Figure 14: Email Filter Account Configuration

All the messages that were sent to the filter accounts can be forwarded to other email addresses, as a backup function. Insert the required email addresses in the spaced provided in Figure 14 above. To insert more address, use the next line (one line for each email address).

Once complete configuration, select the **Save** button and you will see the Mail Filter Summary.

To view the filter alert rule, select View under the Alert column in the Mail Filter Summary, in Figure 13 above. The overview of the alert rules is shown in Figure 16 below.

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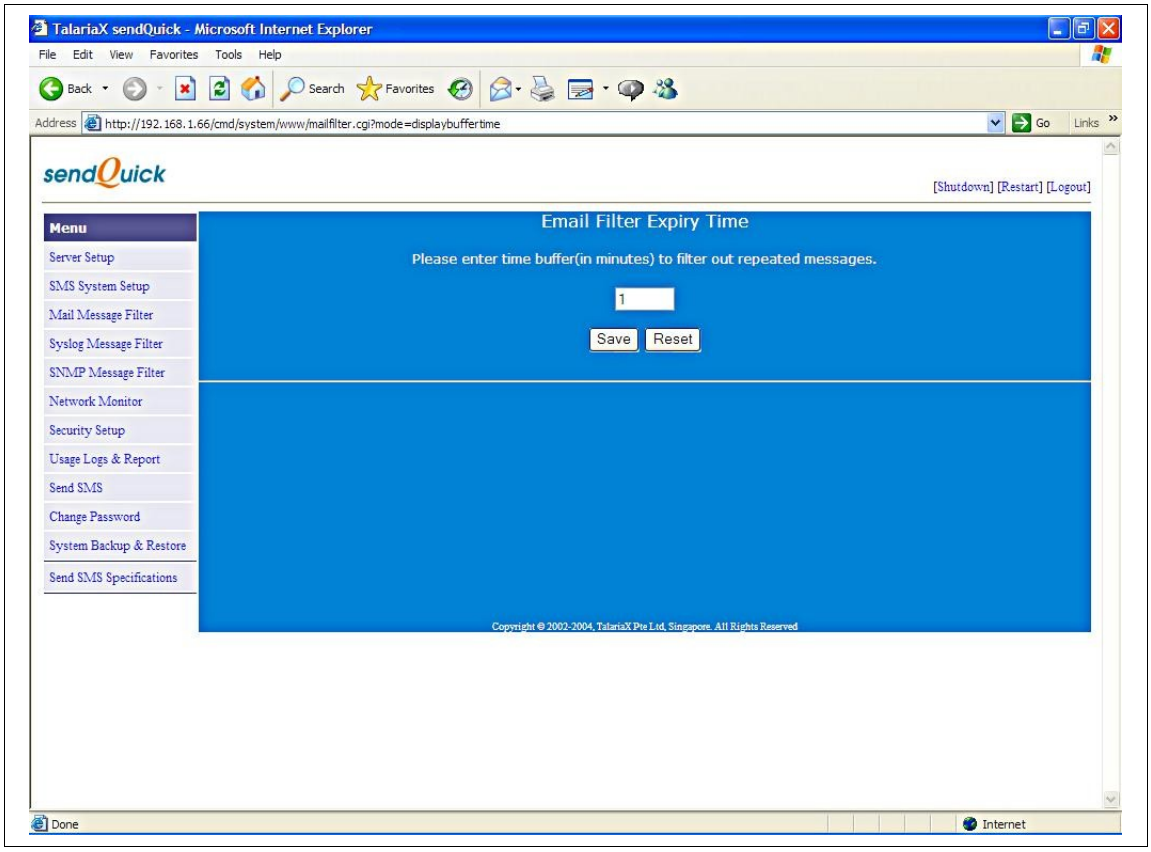

Figure 15: Buffer Time for Repeat Messages

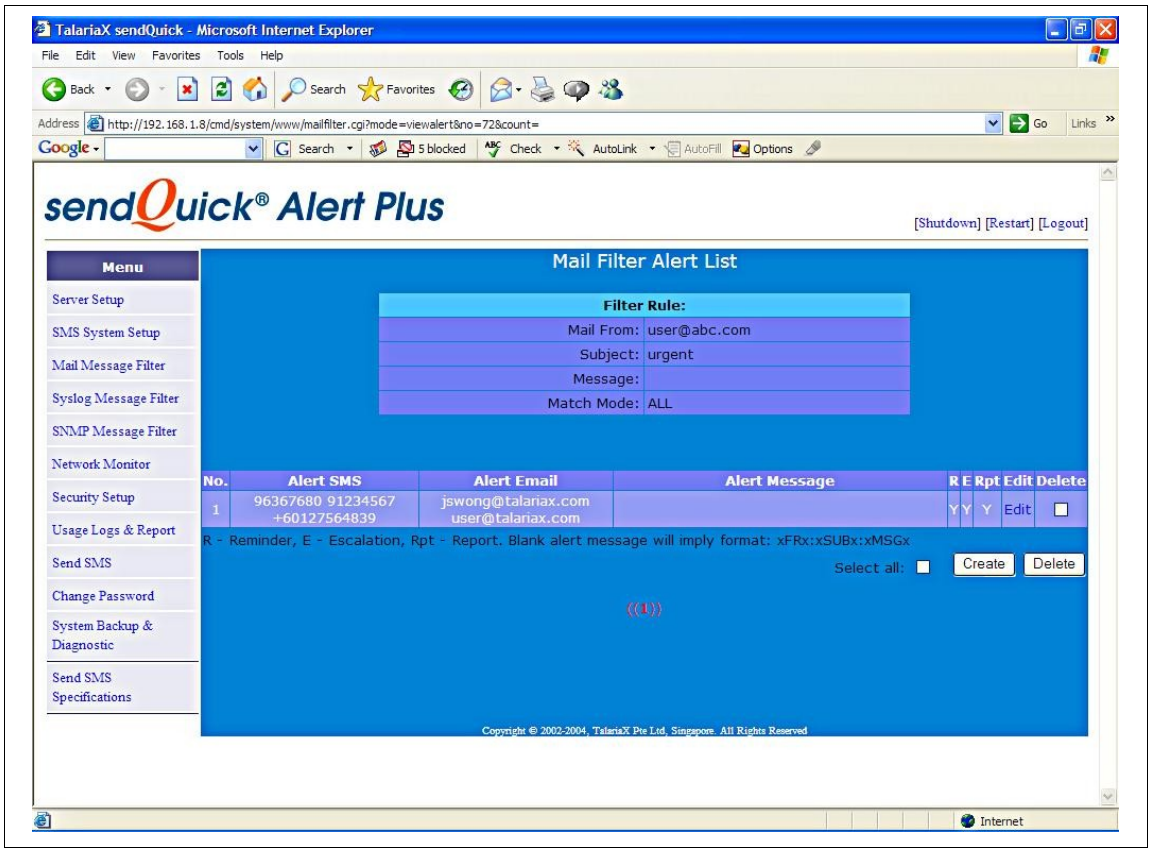

Figure 16: Email Filter Account Overview

3.5.2 Create New Message Filter

The administrator can create new message filters by selecting the **Create** button on the Message Filter Summary Listing (in Figure 13). The interface to add a new filter is shown in Figure 17 below.

The filter works by checking on the three attributes of an email message. They are the **Sender** email address (FROM field), **Subject** field and **Message** body content. There is a checkbox on the side of the field name. If the desired field name is required for filtering, just check the box. Then, fill in the required content that will be used to filter the messages. You can select more than one checkbox and determine the relationship as AND (All) and OR (Any) relationship. Hence, the SMS alert will be sent only if the criteria are fulfilled.

The filtering engine is based on matching the exact words or character and the phrase filled in the space provided, for each relevant field. Since the matching is based on words or characters and phrase, it will record a confirmed match as long as the word (or character) and phrase appear in the selecting field.

Example, if the **Subject** field is entered with '**error message**' the various scenarios is illustrated below:

Sentence	***Match Status***	***Reasons***
There is an error in the system message	No	Though the words 'error' and 'message' appears in the sentence, they are individual words and not a phrase.
This is a system error	No	Only the word 'error' occur and not the whole phrase
There is an error message from system 1	Yes	The whole phrase 'error message' appear in the sentence.

Once the system had matched the relevant words (or characters) and phrase, it will send the SMS messages to the mobile numbers address as indicated in the **Mobile Number to Receive SMS** field (Figure 18 and 19). You can insert more than one mobile number, by inserting the mobile numbers in the next line. To send to overseas numbers, please include the '+' and country code, followed by the mobile number. (Example, +60126234567 for Malaysian number).

For Email to SMS, the message content in the SMS alert message is the original incoming email content. However, if you wish to send the SMS with a preconfigured message, enter the desired message in the **Alert Message**. Text box. The message is limited to 160 characters. If the text box is empty, the system will send the email message content of the email alert message (Figure 19).

The message length and other content of the email alert message (that will be sent via SMS if the message alert checkbox is not selected) will be determined in the **SMS System Setup** under the multiple SMS per email and other functions in the set-up section. Please refer to the SMS System Setup in the manual for more information.

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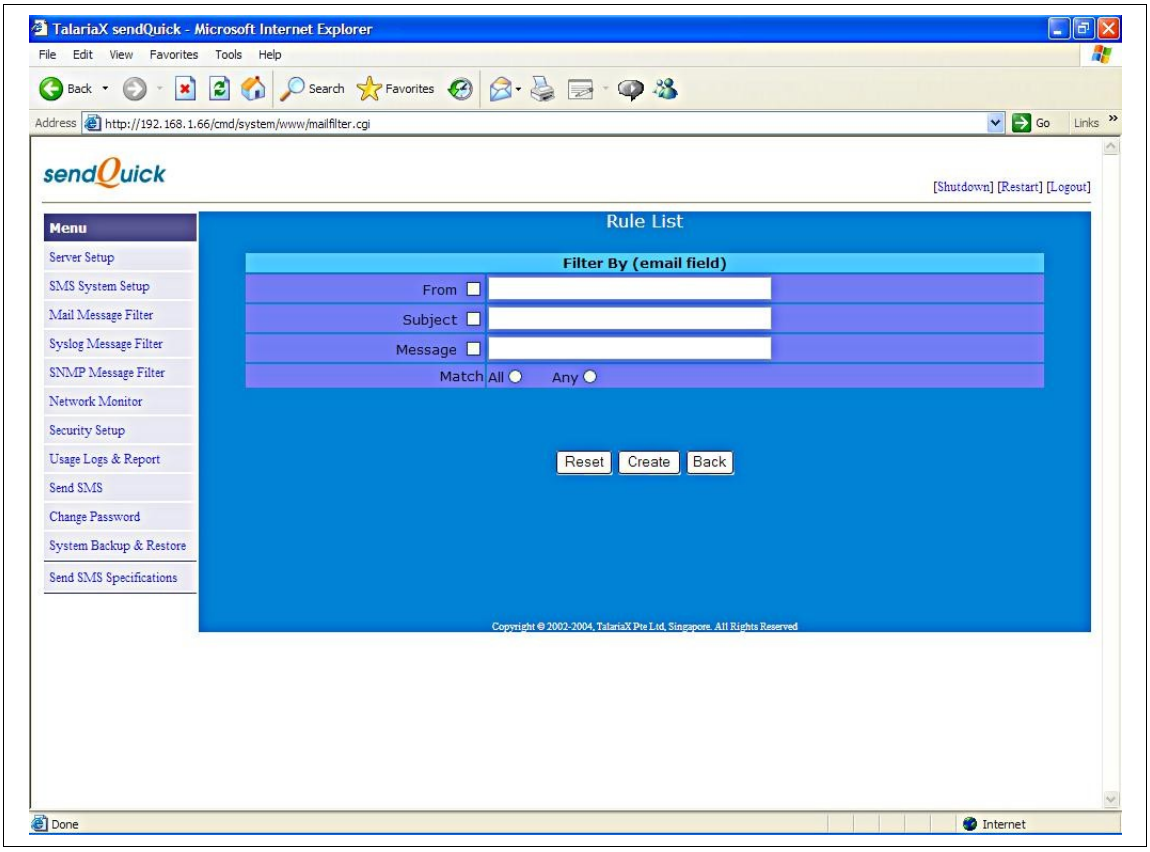

Figure 17: Add New Message Filter

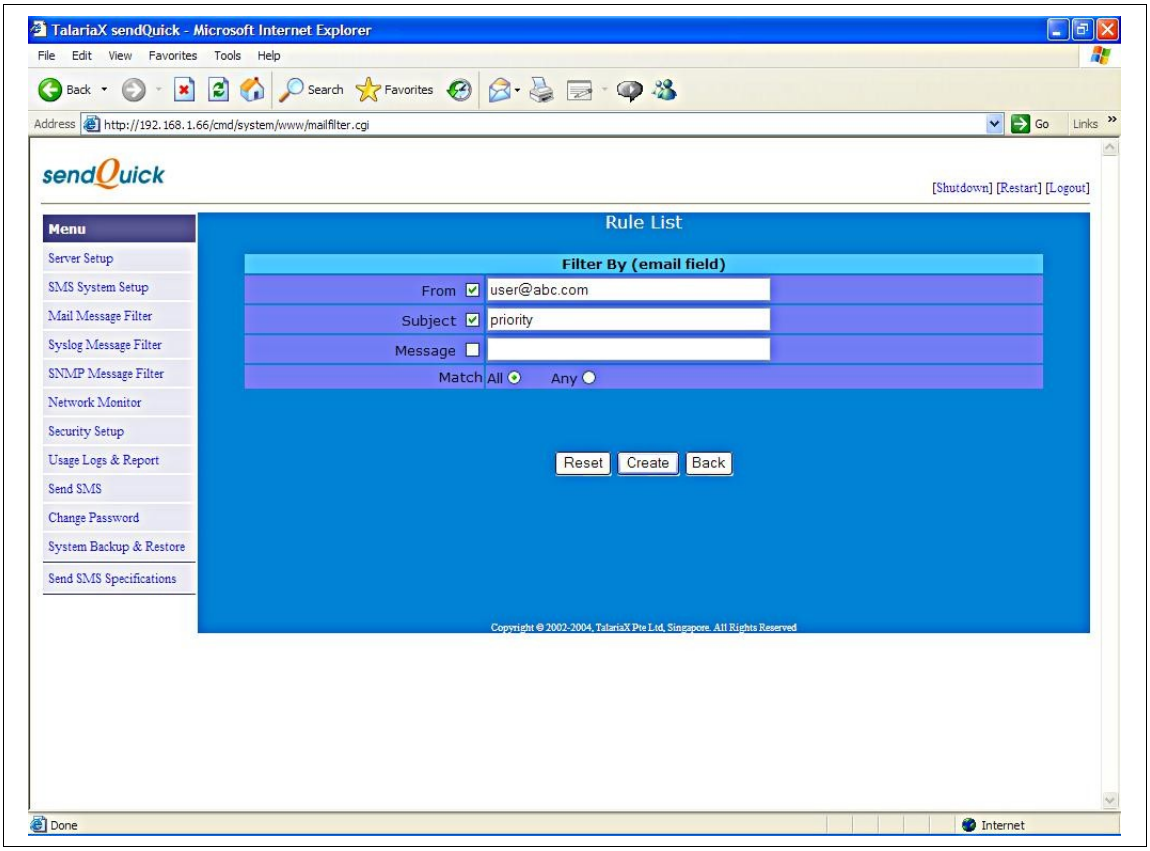

Figure 18: Configure New Message Filter Rule

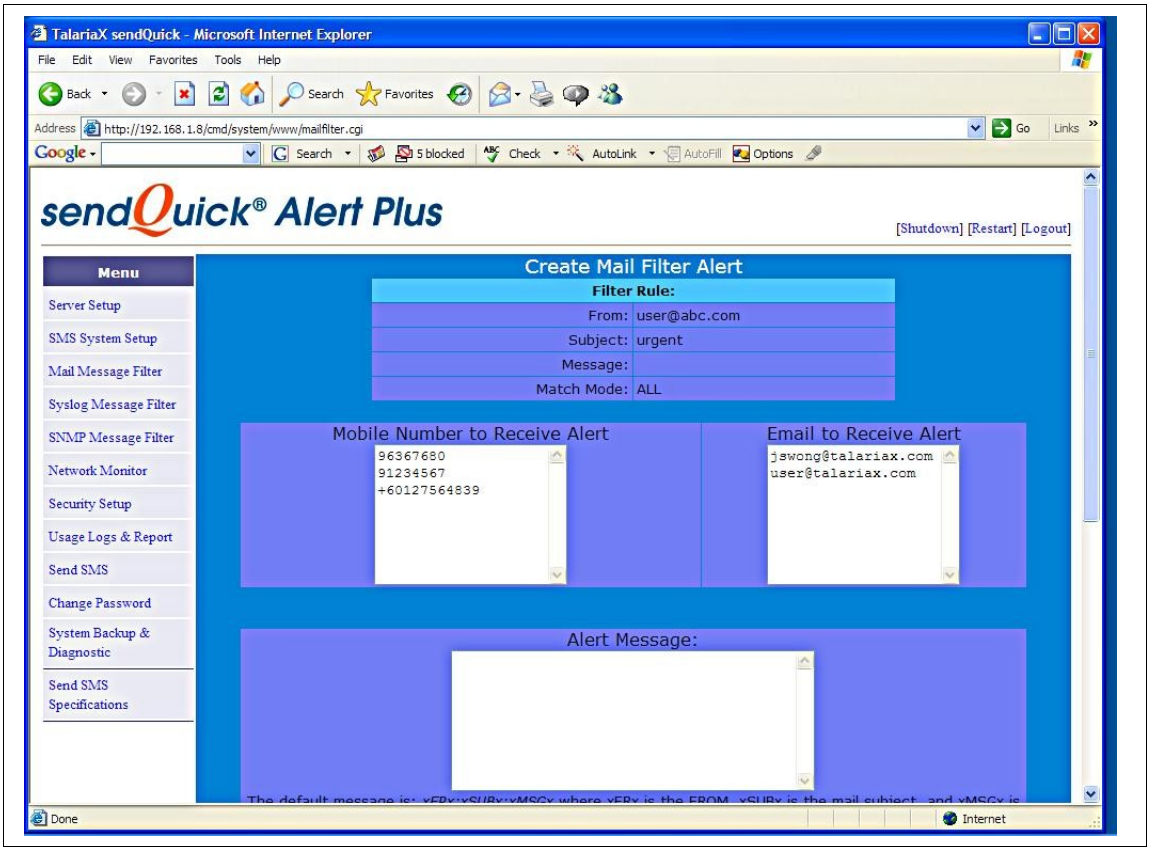

Figure 19: Add New Alertee Options

3.5.3 Editing Existing Message Filter

To edit existing message filter, please select the **Edit** button for the desired filter to edit. Once selected, you will be able to edit the different fields for the filter. If you wish to remove (delete) the filter, select the **Delete** button.

3.5.4 Escalation Options

Each filter support their individual escalation options. The escalation option is configured for each rules in the same interface when configuring the alertees. Scroll to the bottom of the page to view the escalation options.

Once you commence to configure the escalation option, you will need to complete the information shown in Figure 20 below. Select **(√)** to indicate the options required (Reminder or Escalation) for the filter rule.

You can then configure the time lapse for reminder, escalation and report via SMS. The time lapse refers to the subsequent time for each of the function (reminder, escalation and report) to be activated when the time has lapsed. As these are subsequent timing one after another, the value in the boxes (in Figure 20) will be greater than another. Hence,

Value of Report time > Value of Escalation time > Value of Reminder time

All values will be in minutes.

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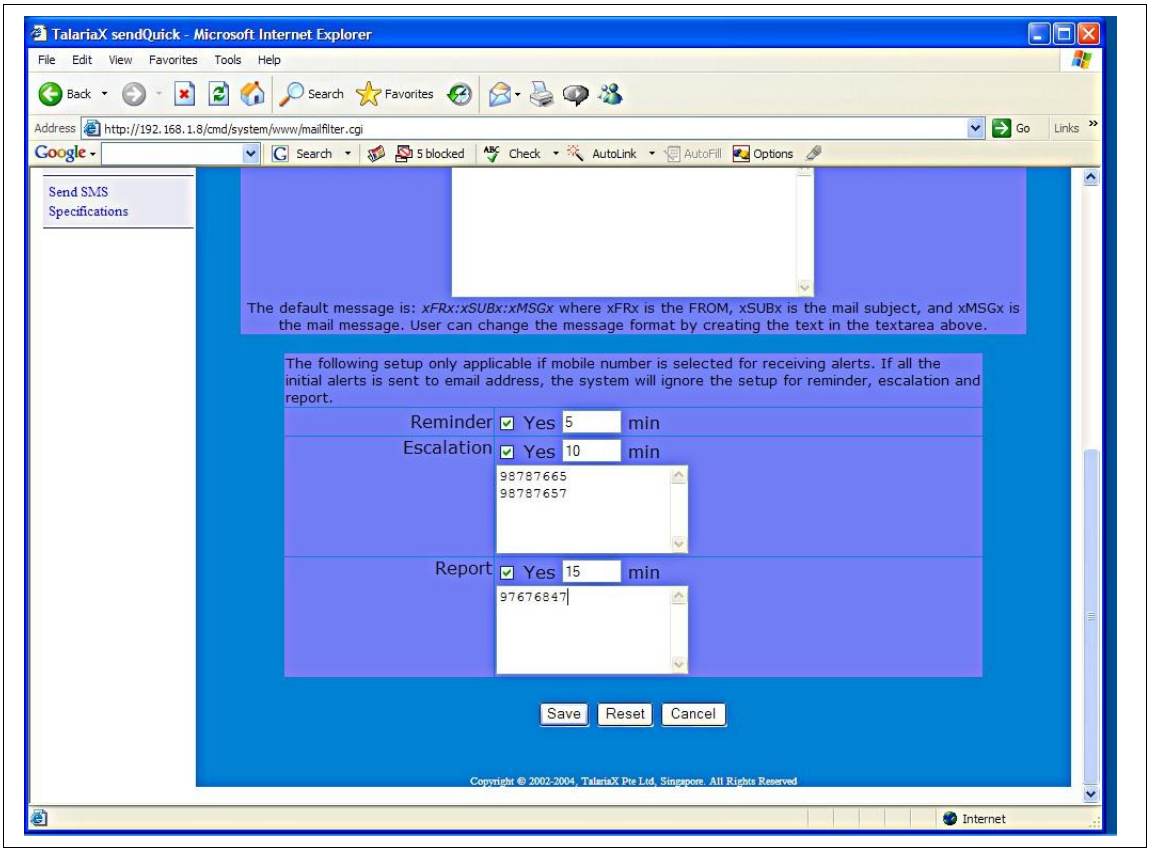
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://192.168.1.8/cmd/system/www/mailfilter.cgi
Send SMS
Specifications
The default message is: xFRx:xSUBx:xMSGx where xFRx is the FROM, xSUBx is the mail subject, and xMSGx is the mail message. User can change the message format by creating the text in the textarea above.
The following setup only applicable if mobile number is selected for receiving alerts. If all the initial alerts is sent to email address, the system will ignore the setup for reminder, escalation and report.
Reminder Yes 5 min
Escalation Yes 10 min
98787665
98787657
Report Yes 15 min
97676847
Save Reset Cancel
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Internet

Figure 20: Set Reminder and Escalation Options

After configuring the timing, you will need to configure the mobile numbers as that will receive the SMS for Escalation and Report respectively (Figure 20). Upon completion, the filter overview will have all details shown as in Figure 16 below. You will notice the Legend for **R, E** and **RPT** (which represent **Reminder, Escalation** and **Report** respectively) will either have **Y** (Yes/Activated) or **N** (not activated) value.

The reminder and escalation function has a SMS acknowledgement function that will immediately terminate the reminder and/or escalation process when an acknowledgment occur. The reporting function will still be activated as it serves as a summary report to the user.

For acknowledgement reply, user will need to reply the message with the message ID that appears on the SMS message. The reply message must have the message ID as the first word.

The email message has no acknowledgement function. It serves as information purposes only.

3.6 SNMP Message Filter

Apart from email to SMS alert, sendQuick Alert Plus also support SNMP (Simple Network Management Protocol) to SMS/Email function. The SNMP trap feature is supported by a wide range of network equipment and devices in the world. With SNMP Trap support, sendQuick Alert Plus users will be able to send SMS alert messages either via email or SNMP.

To capture the SNMP trap, just point the SNMP trap messages (from the devices and equipments) to the sendQuick server. The default community setting and port (in sendQuick Alert Plus) is **Public** and **162**. These are commonly available community and port for SNMP in all devices and is

supported by sendQuick Alert Plus. Hence, if your devices need to configure the community and port, just configure based on the information provided.

Once you had configure the SNMP trap to sendQuick Alert server, you can configure the relevant trap messages that will trigger a SMS message. This is called the **SNMP Message Filter**.

Select the SNMP Message Filter option on the left navigation bar and you will see the SNMP Filter Summary page as shown (Figure 21). In this page, you will see the summary of the SNMP message filters (if any).

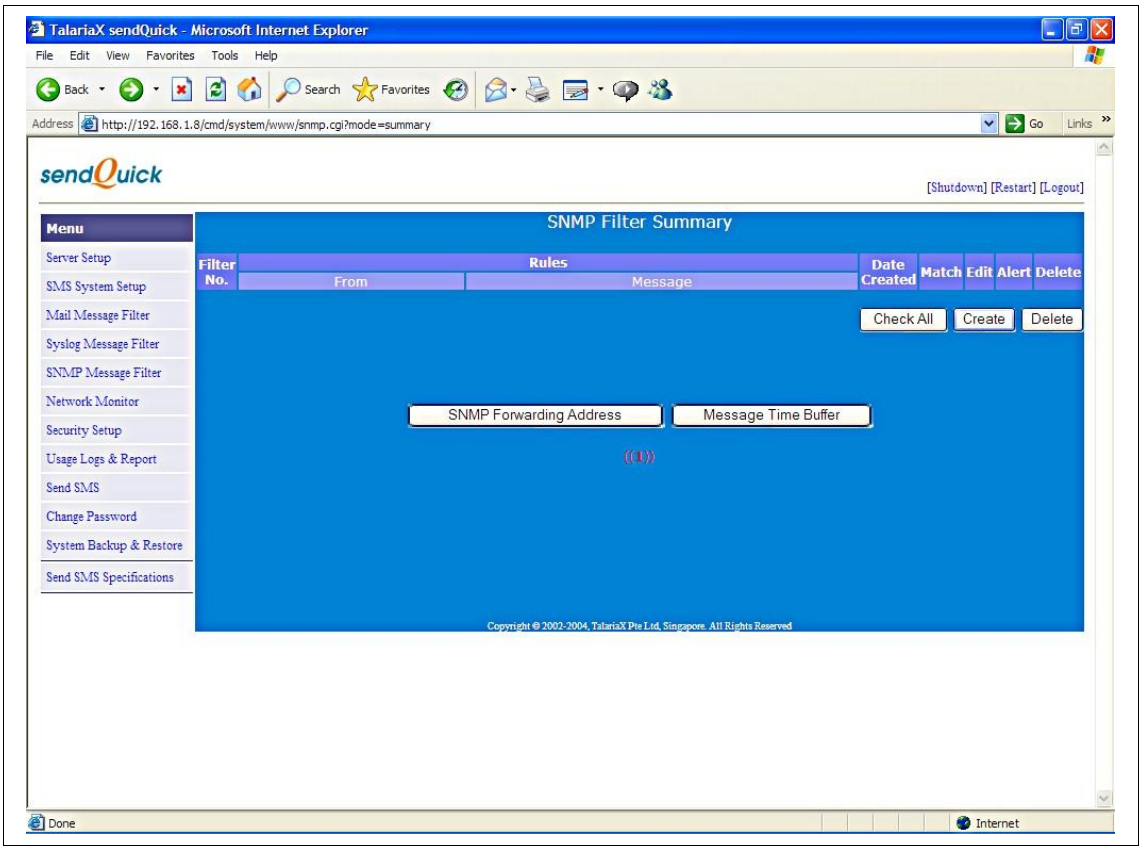

Figure 21: SNMP Filter Summary

Before configuring any trap messages, you may wish to configure the SNMP Forwarding which allow all incoming SNMP Trap messages to be forwarded to another server as Syslog messages. The interface to configure is as shown in Figure 22 below.

You can also set the message time buffer, which will allow repeated messages to be ignored if it occurs within the time buffer. The time buffer setting is in minutes and similar to Figure 15 above.

When configuring a new SNMP Trap filter, enter the relevant data and select ALL or ANY for the filter relationship. The actual process is similar to Mail Message Filter as illustrated in **Section 3.5.2** above.

Similar to Mail Message Filter, you can configure the SMS and Email alerts as well as a custom message for alerting. The escalation options are similar to Mail Message Filter and you can refer to **Section 3.5.4** for more details.

The SNMP configuratio process are shown in Figure 23 to Figure 27 below.

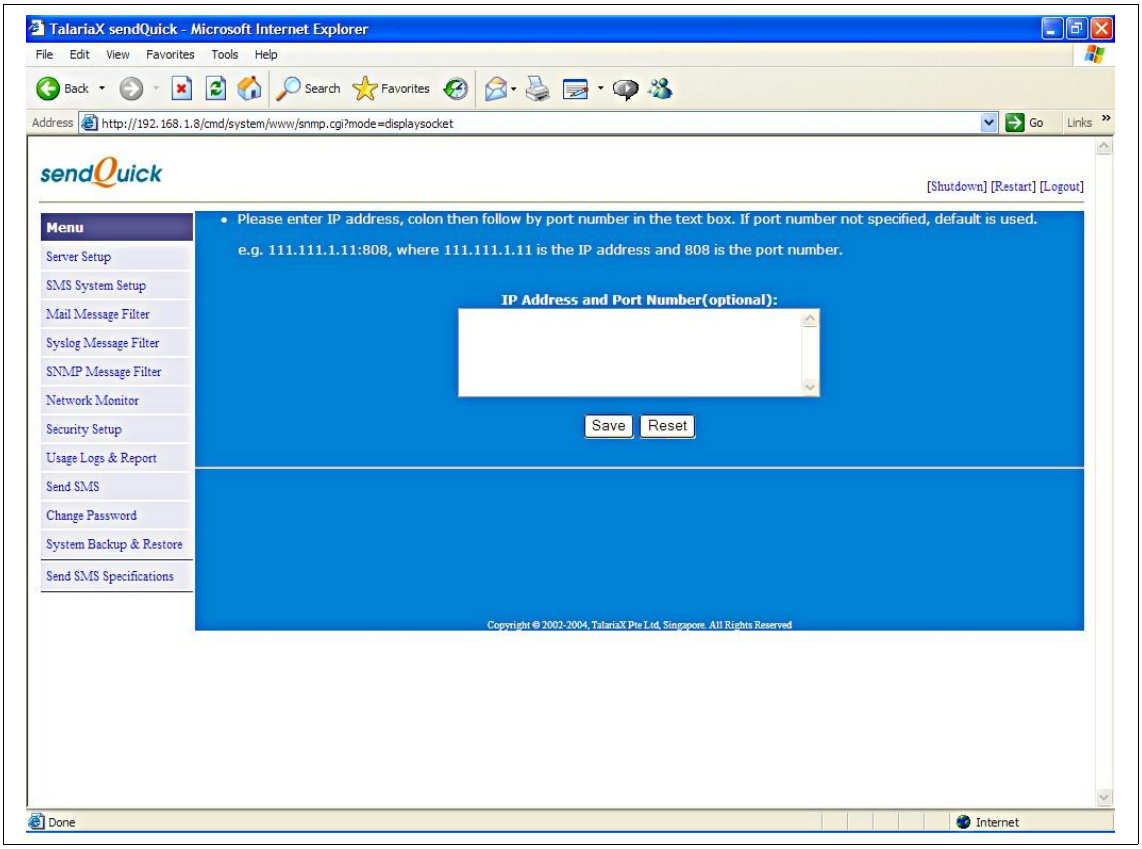
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/snmp.cgi?mode=displaysocket
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Please enter IP address, colon then follow by port number in the text box. If port number not specified, default is used.
e.g. 111.111.1.11:808, where 111.111.1.11 is the IP address and 808 is the port number.
IP Address and Port Number(optional):
Save
Reset
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 22: SNMP Filter Forwarding Address

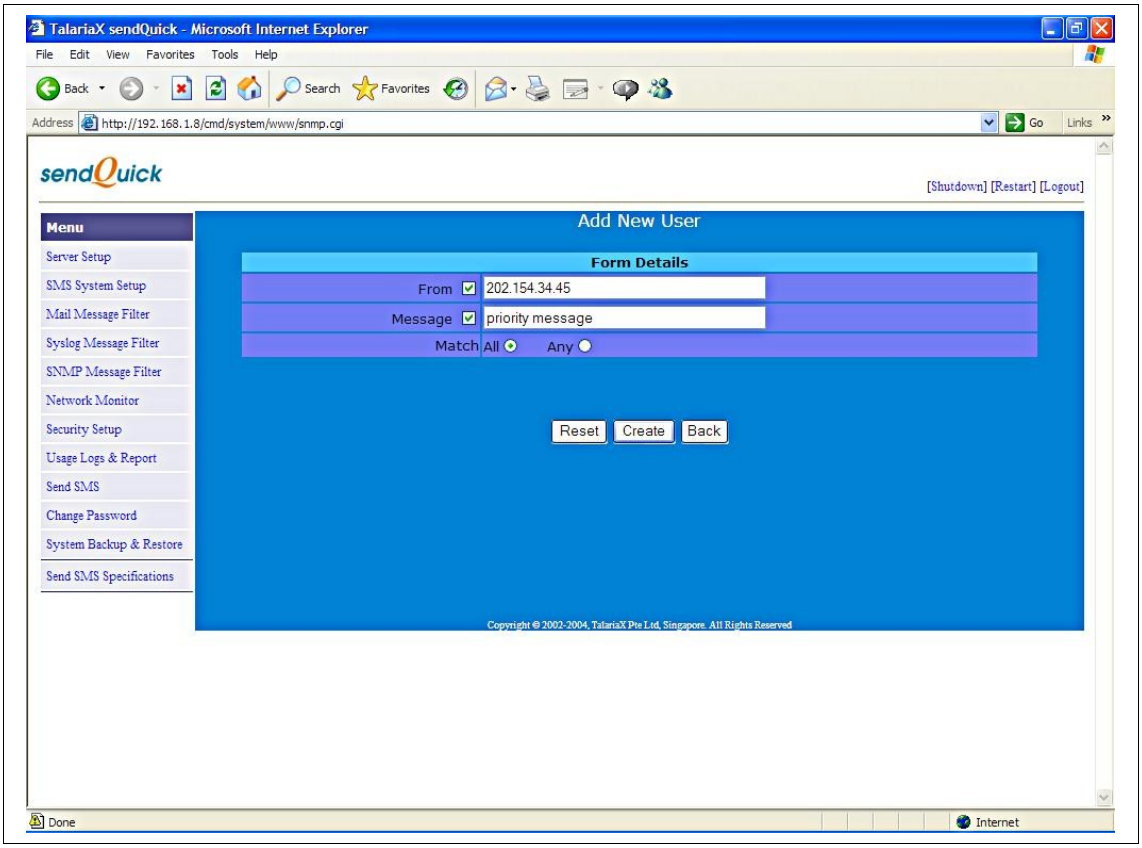

Figure 23: Add New SNMP Filter

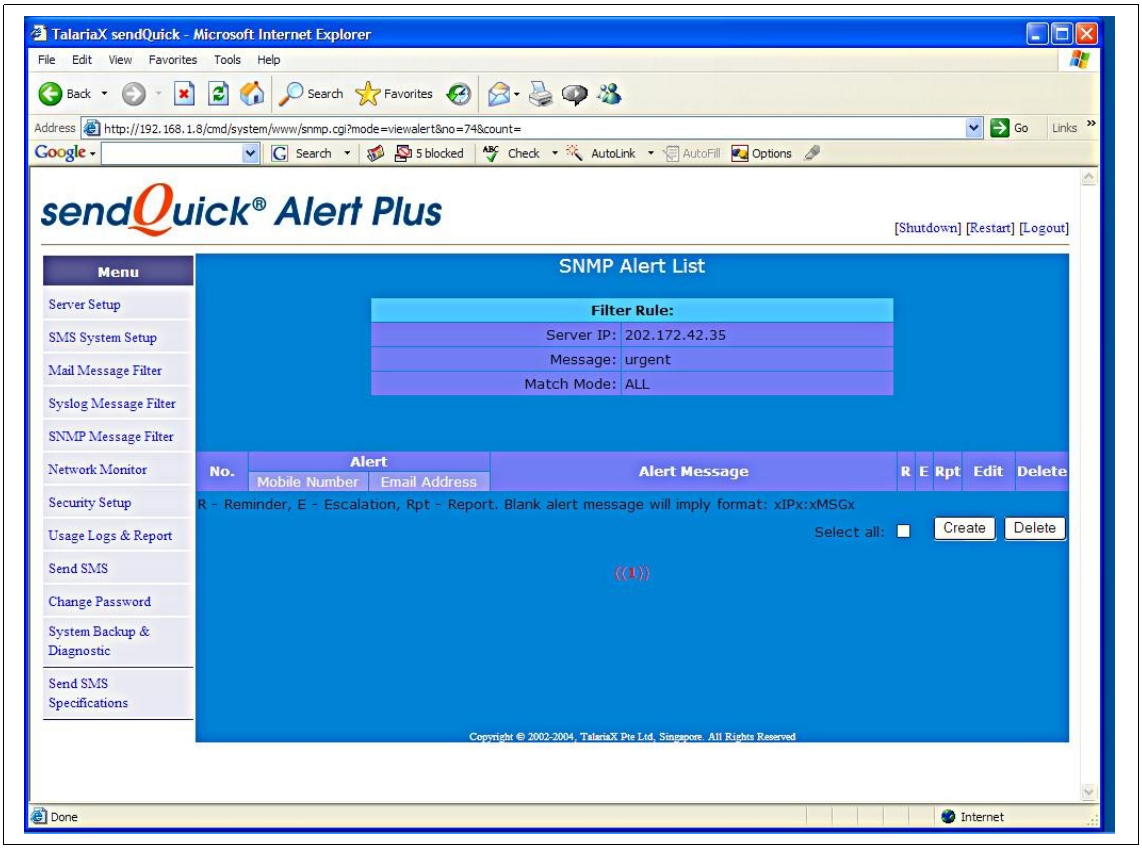

Figure 24: SNMP Filter Details

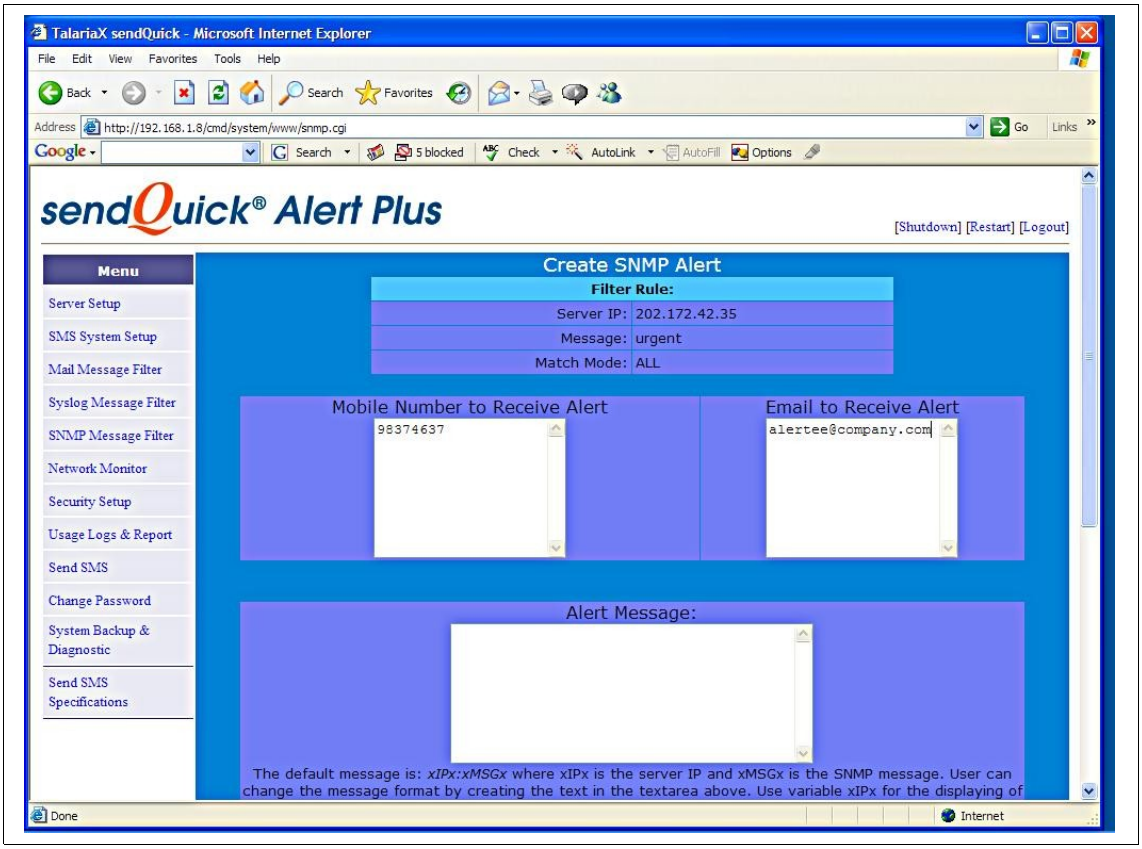

Figure 25: Configure SNMP Filter Alertees

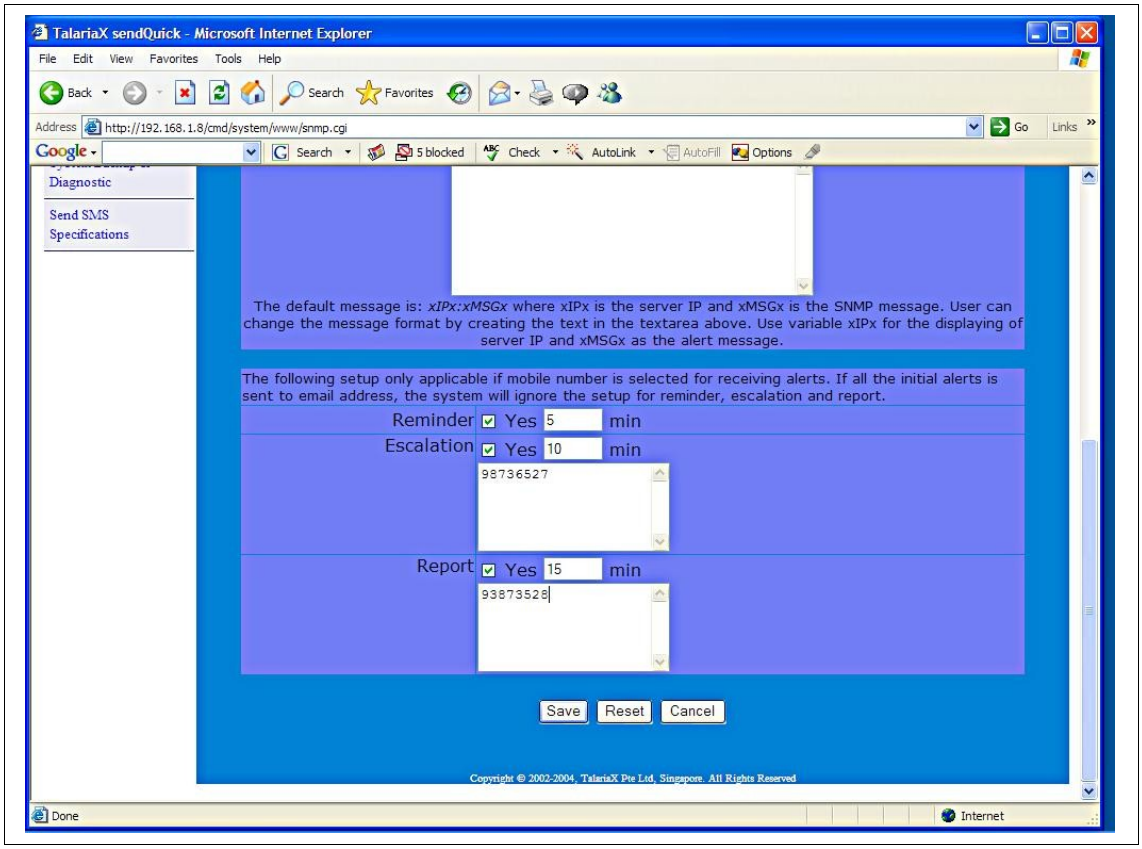
TalariaX sendQuick - Microsoft Internet Explorer
Diagnostic
Send SMS Specifications
The default message is: xIPx:xMSGx where xIPx is the server IP and xMSGx is the SNMP message. User can change the message format by creating the text in the textarea above. Use variable xIPx for the displaying of server IP and xMSGx as the alert message.
The following setup only applicable if mobile number is selected for receiving alerts. If all the initial alerts is sent to email address, the system will ignore the setup for reminder, escalation and report.
Reminder Yes 5 min
Escalation Yes 10 min
98736527
Report Yes 15 min
93873528
Save Reset Cancel
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved

Figure 26: SNMP Reminder and Escalation

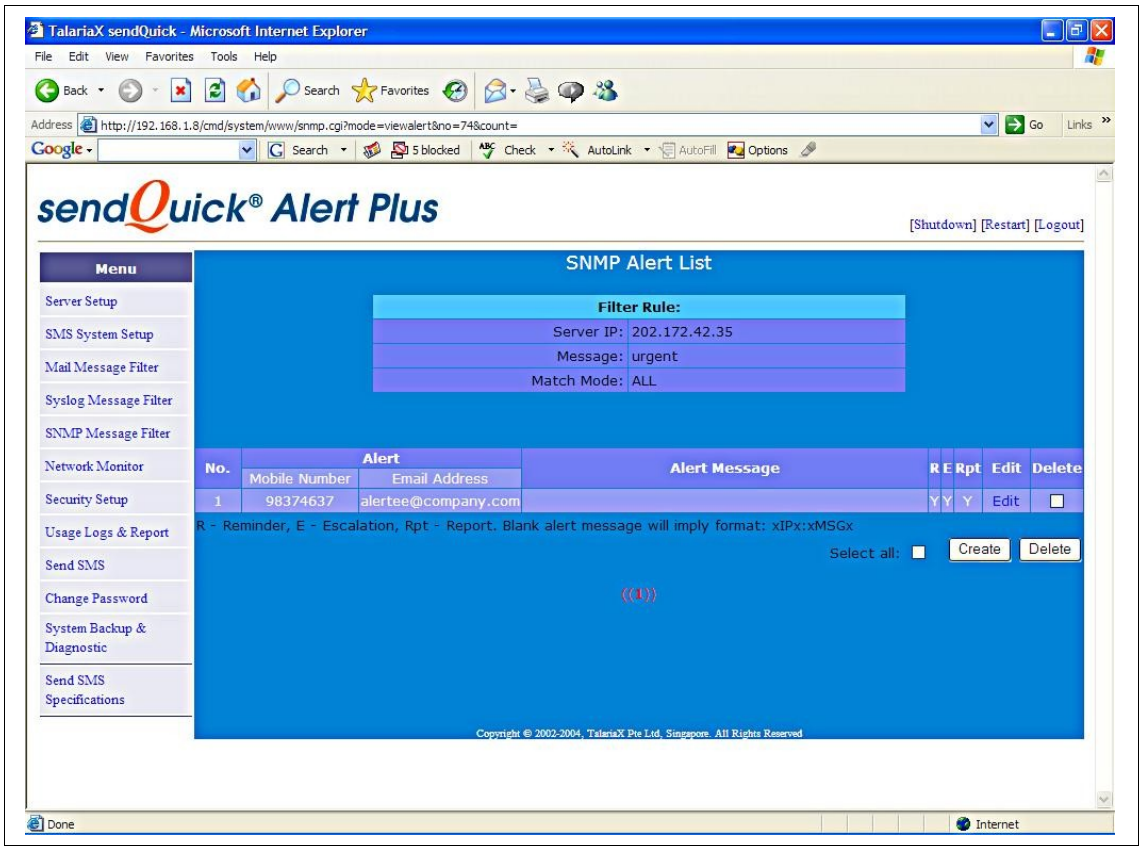
TalariaX sendQuick - Microsoft Internet Explorer
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Diagnostic
Send SMS Specifications
SNMP Alert List
Filter Rule:
Server IP: 202.172.42.35
Message: urgent
Match Mode: ALL
No. Alert Mobile Number Email Address Alert Message R E Rpt Edit Delete
1 98374637 alertee@company.com Y Y Y Edit
R - Reminder, E - Escalation, Rpt - Report. Blank alert message will imply format: xIPx:xMSGx
Select all: Create Delete
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Figure 27: SNMP Filter Account Overview

You can create as many filter rule as required and is limited by the disk space of the system. To edit a SNMP Rule, select **Edit** on the message summary (Figure 21) and you can proceed with the editing of the rules.

3.7 Syslog Message Filter

sendQuick Alert Plus also support Syslog to SMS/Email function. The Syslog feature is supported by a wide range of network equipment and devices in the world. With Syslog and SNMP Trap, sendQuick Alert Plus users will be able to send SMS alert messages either via email, SNMP or Syslog.

To capture the Syslog, just point the Syslog messages (from the devices and equipments) to the sendQuick server. The default port (in sendQuick Alert Plus) for Syslog is **514**. Once you had configure the Syslog to sendQuick server, you can configure the relevant messages that will trigger a SMS message. This is called the **Syslog Message Filter**.

Select the Syslog Message Filter option on the left navigation bar and you will see the Syslog Filter Summary page as shown (Figure 28). In this page, you will see the summary of the Syslog message filters (if any).

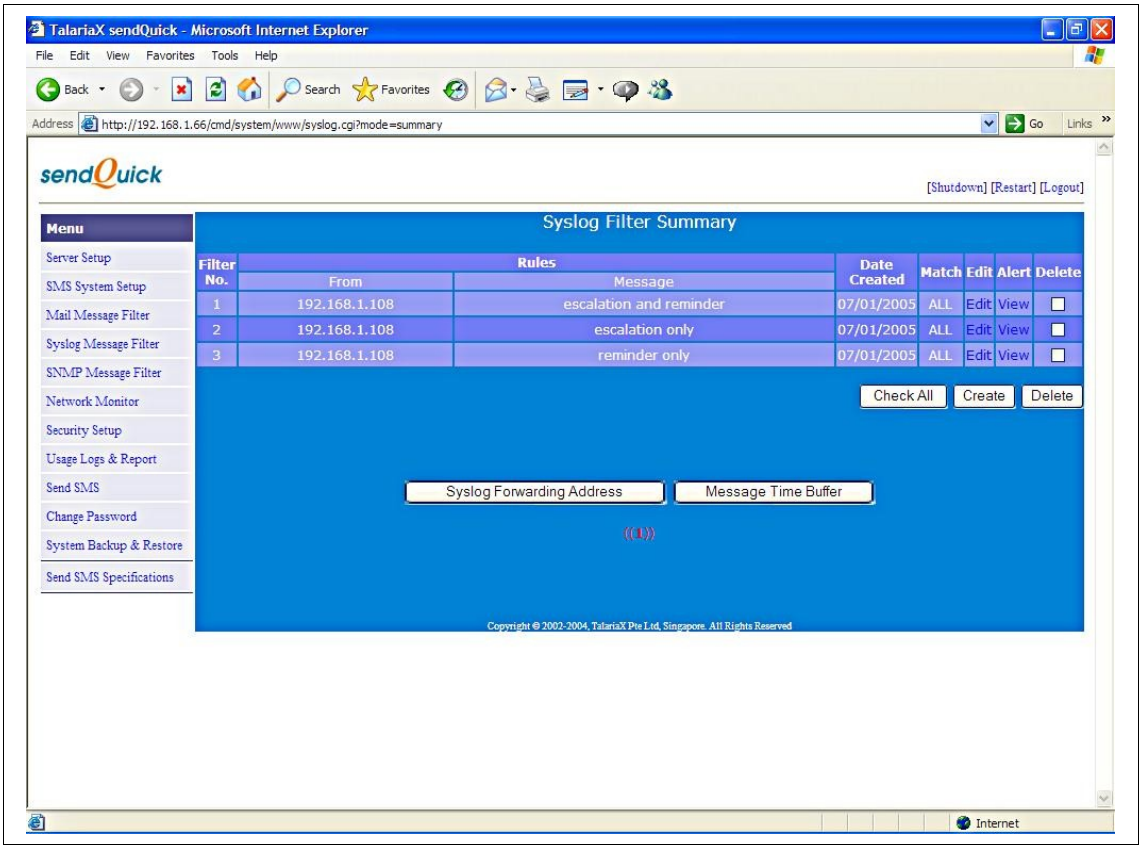


Figure 28: Syslog Filter Summary

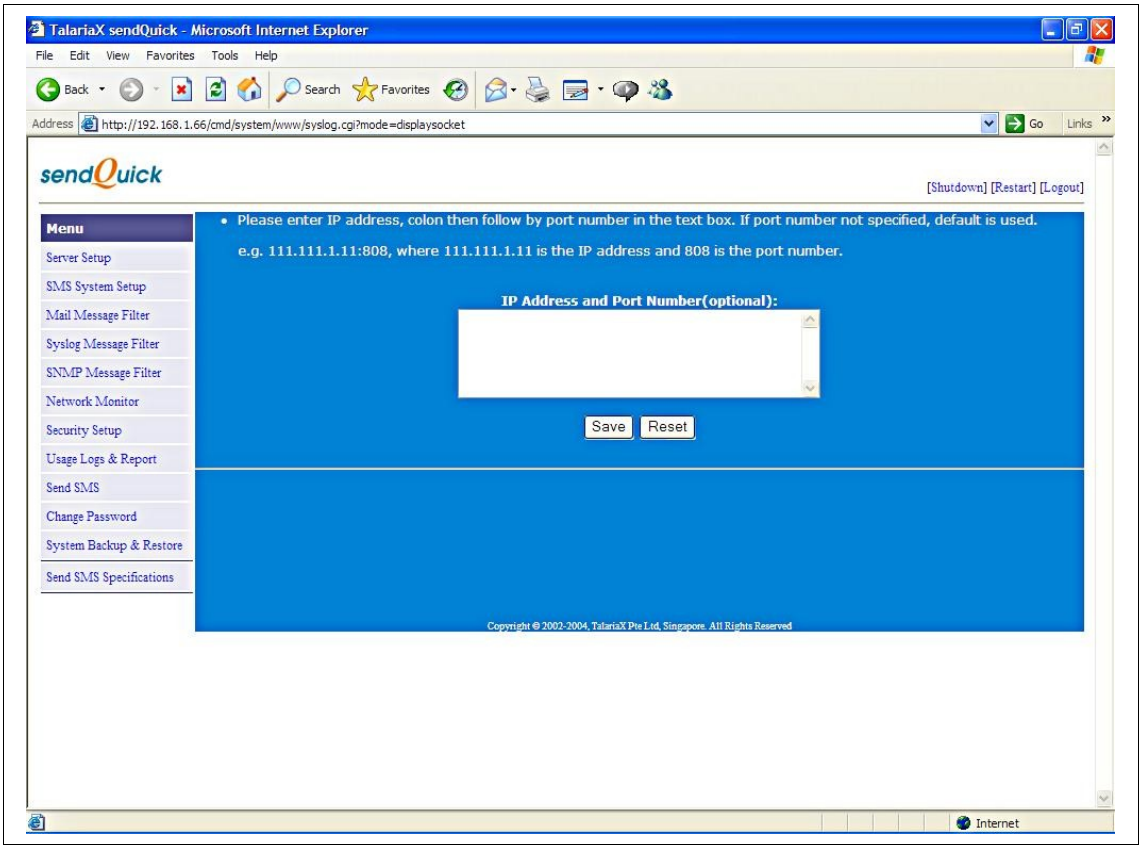
Before configuring any Syslog messages, you may wish to configure the Syslog Forwarding which allow all incoming Syslog Trap messages to be forwarded to another server as Syslog messages. The interface to configure is as shown in Figure 29 below.

You can also set the message time buffer, which will allow repeated messages to be ignored if it occurs within the time buffer. The time buffer setting is in minutes and similar to Figure 15 above.

When configuring a new Syslog filter, enter the relevant data and select ALL or ANY for the filter relationship. The actual process is similar to Mail Message Filter as illustrated in **Section 3.5.2** above.

Similar to Mail Message Filter, you can configure the SMS and Email alerts as well as a custom message for alerting. The escalation options are similar to Mail Message Filter and you can refer to **Section 3.5.4** for more details.

You can create as many filter rule as required and is limited by the disk space of the system. To edit a Syslog Rule, select **Edit** on the message summary (Figure 28) and the interface is similar to Figure 30 will be shown.


TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.66/cmd/system/www/syslog.cgi?mode=displaysocket
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Please enter IP address, colon then follow by port number in the text box. If port number not specified, default is used.
e.g. 111.111.1.11:808, where 111.111.1.11 is the IP address and 808 is the port number.
IP Address and Port Number(optional):
Save
Reset
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Internet

Figure 29: Syslog Forwarding Address

The Syslog filter configuration is similar to SNNP and Email rules. The interface in Figure 30 to Figure 33 documents some of the interface for the Syslog configurations.

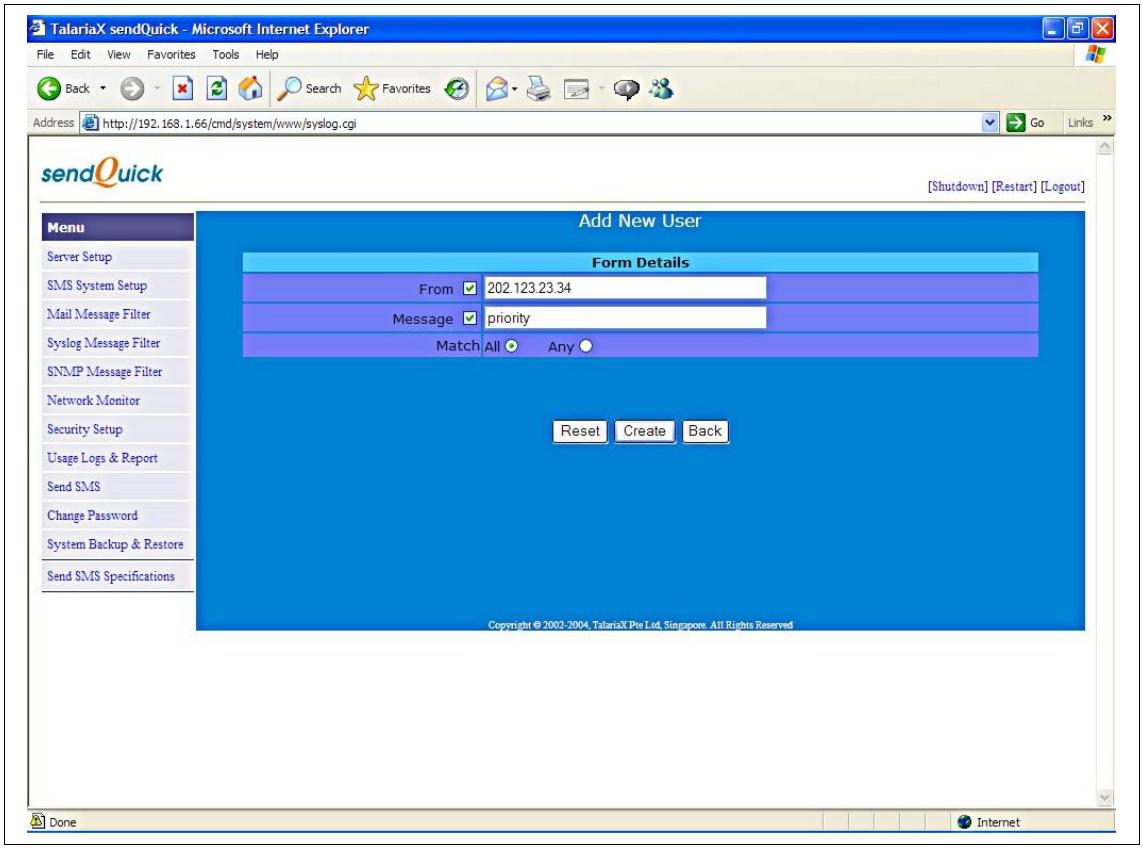

Figure 30: Syslog Filter Configuration

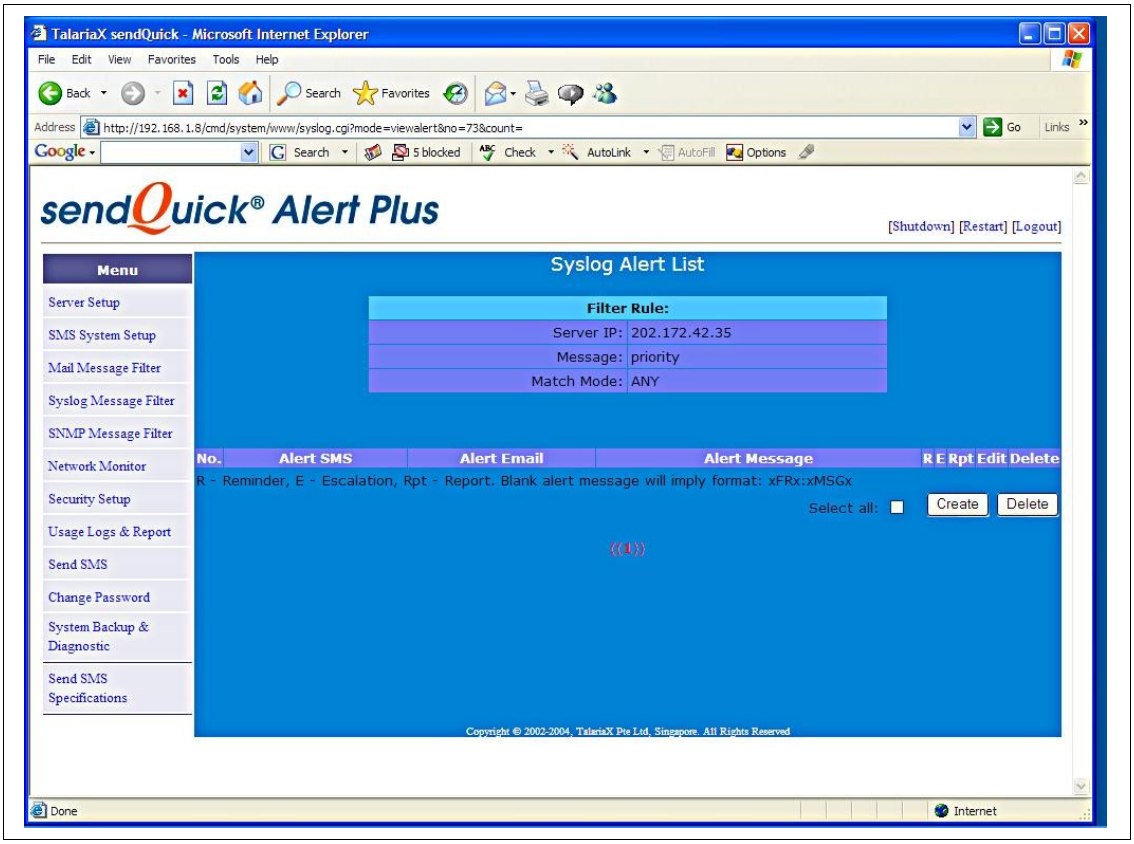

Figure 31: Syslog Rule Alert Summary

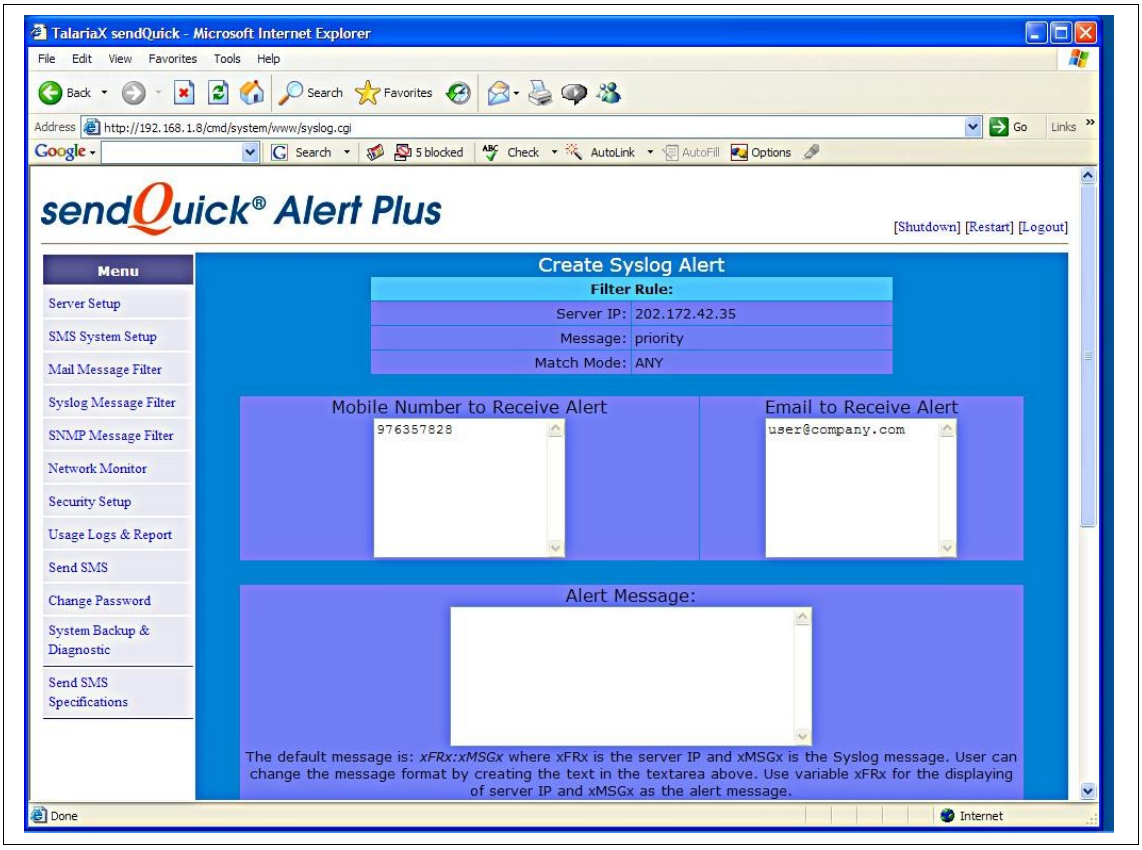
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Address http://192.168.1.8/cmd/system/www/syslog.cgi
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Diagnostic
Send SMS Specifications
Create Syslog Alert
Filter Rule:
Server IP: 202.172.42.35
Message: priority
Match Mode: ANY
Mobile Number to Receive Alert
976357828
Email to Receive Alert
user@company.com
Alert Message:
The default message is: xFRx:xMSGx where xFRx is the server IP and xMSGx is the Syslog message. User can change the message format by creating the text in the textarea above. Use variable xFRx for the displaying of server IP and xMSGx as the alert message.
Done
Internet

Figure 32: Syslog Mobile Number and Message Configuration

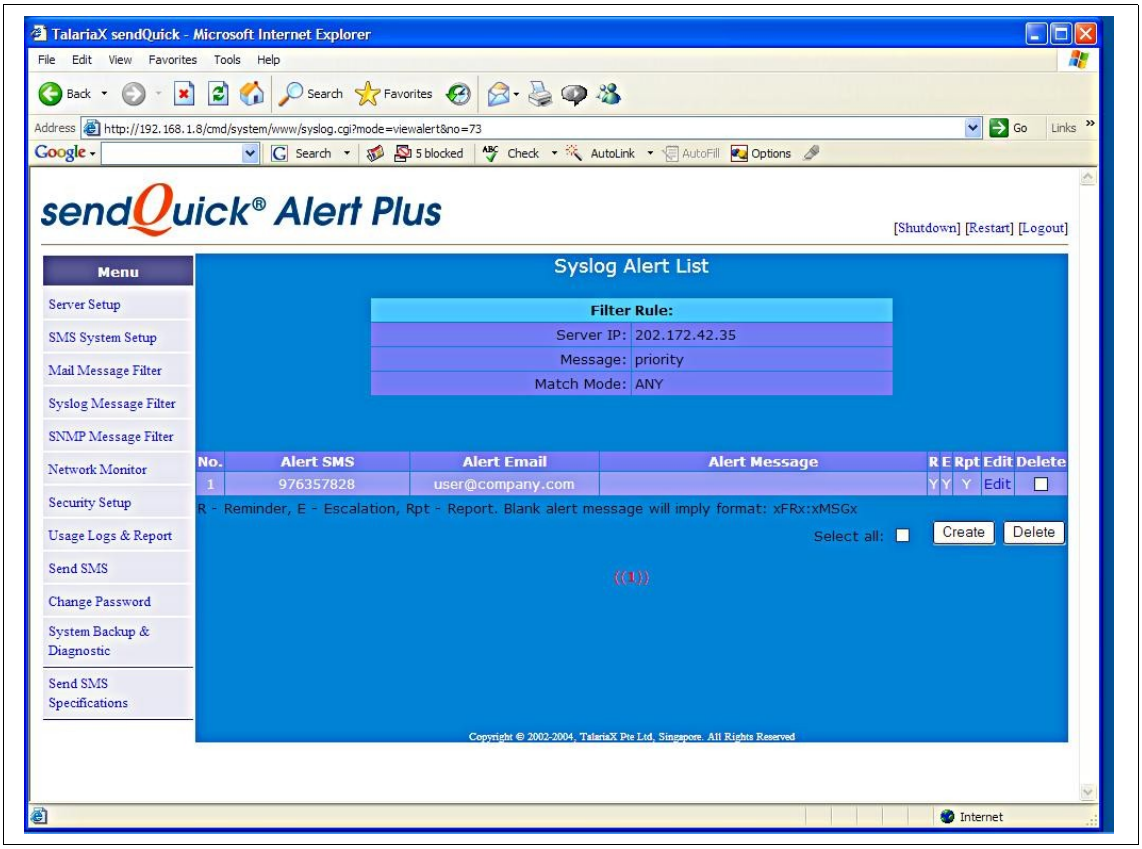

Figure 33: Syslog Filter Account Overview

3.8 Network Monitor

The sendQuick Alert Plus has a simple server monitoring function using ICMP Ping feature. This allows sendQuick Alert Plus to ping another machine and send a SMS alert if there is no server response within the specified time. Select the Network Monitor button and the **Network Monitor Summary** is shown in Figure 34 below.

You will notice there is an option to configure the **Monitoring Frequency, Monitoring Frequency Upon Failure and Total Test Packets**. These are global configurations and will affect all the Ping Monitoring configurations.

To create a new monitoring rule, select the **Create** button and you can create a new Ping monitor as shown in Figure 35 and 36 below. Enter the following information for the configuration:

Item	***Description***
IP address	This is the IP address to be monitored
Alert Mode	Whether to receive the SMS alert Once or continuous. Once is to receive one SMS only even if the function continues to Ping. Continuous setting will send SMS whenever the Ping response is not complete, for each checking cycle
Monitoring Frequency	The frequency (interval) between each Ping test. This value is in minutes.
Monitoring Frequency (upon failure)	The frequency (interval) between each Ping test when a test failure had been detected. Customer may prefer to have a smaller value (in minutes) to allow a more regular (frequent) checking when there is a failure.
Total Test Ping	This is the total test packets for each test.
Server Status Alert	This function is to allow sendQuick to send an alert (SMS) message to the administrator, to indicate that the sendQuick server is still functioning. This can be configured to be on a certain time of the day (time in HH:MM) or in hourly manner(00-59 minutes). The message will be sent to the recipient indicated in the monitoring function.

We would suggest that you set the interval longer to avoid a high traffic load to the server. If you are comfortable, an interval of more than 10 minutes will be advisable.

Then, enter the mobile number as well as the message to be sent to the users in the space provided. For the message, you can use a variable, by including the term ***xIPx*** in the message to denote insert the IP address in the SMS message.

You can also create a message to send (SMS) when the server is back online. This is to ensure that the recipient will be informed if the SMS message was a created not due to server failure but due to network latency.

Once completed, select the **Save** button and the network monitor setting is configured.

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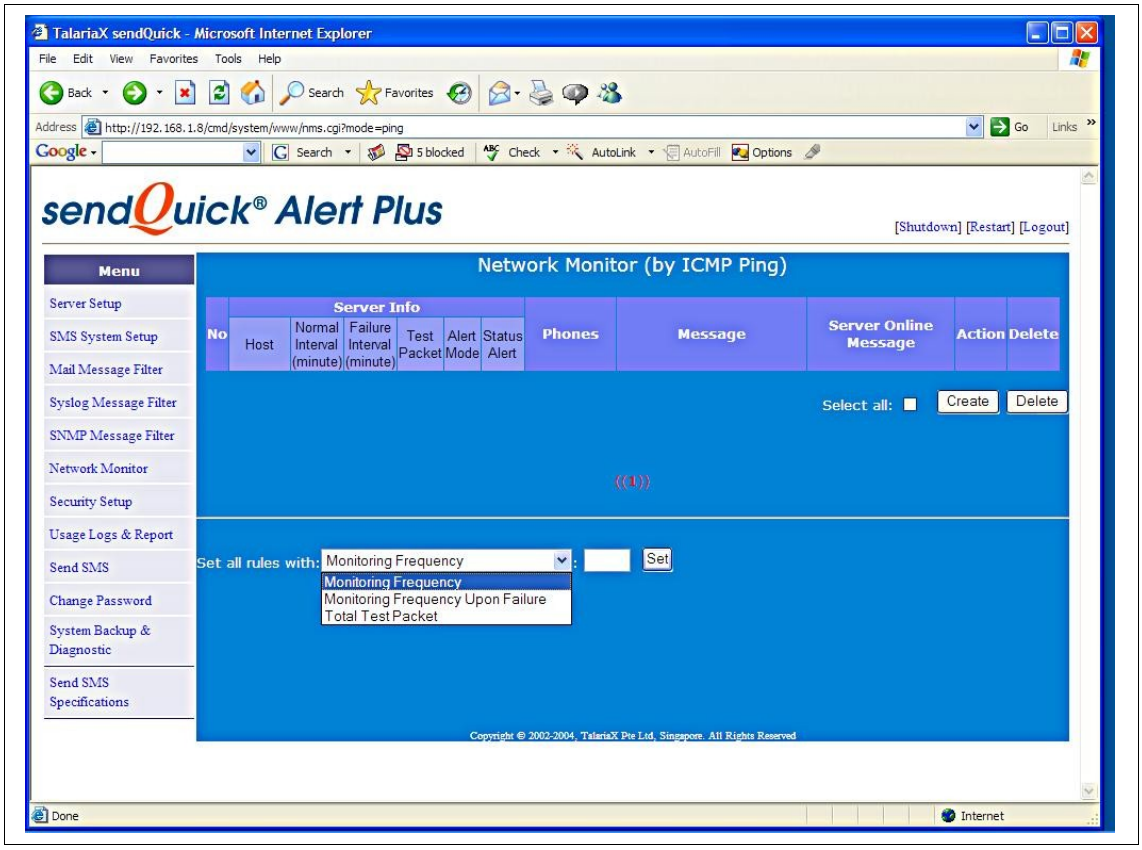

Figure 34: Network Monitor Setting Summary

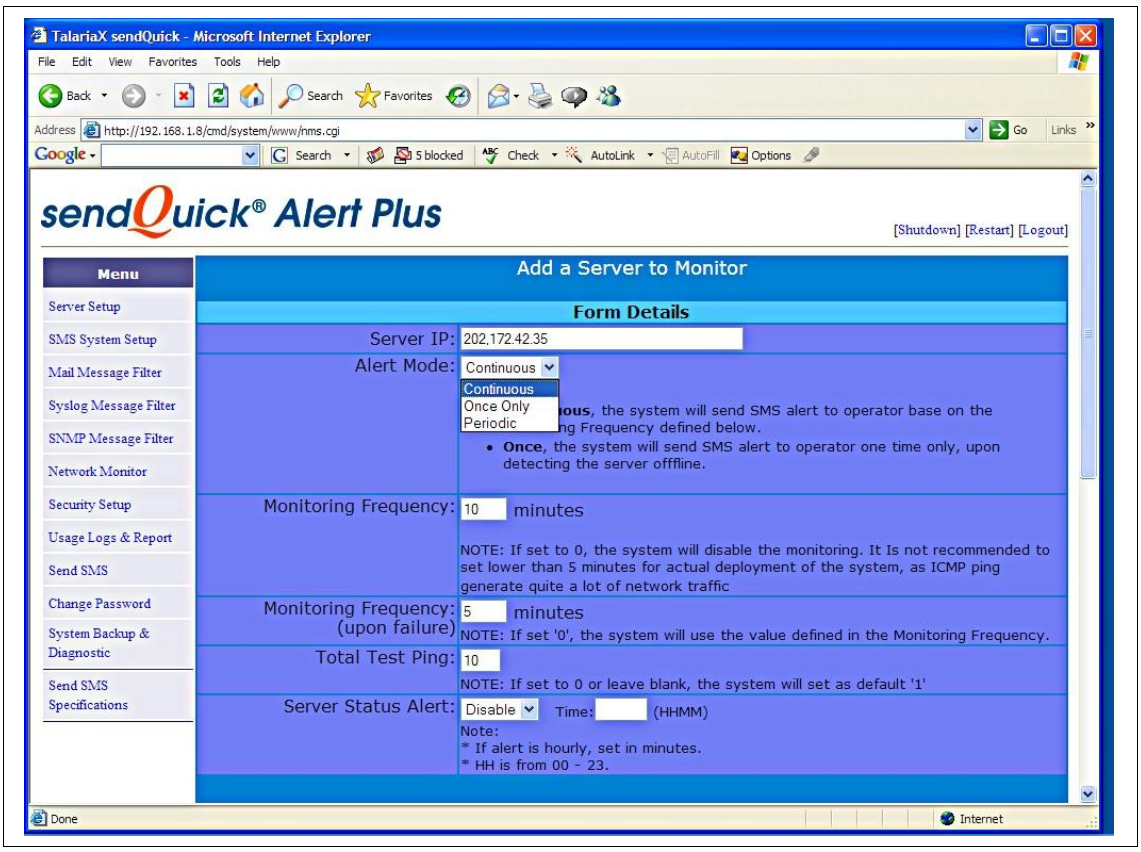
TalariaX sendQuick - Microsoft Internet Explorer
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Diagnostic
Send SMS Specifications
Add a Server to Monitor
Form Details
Server IP: 202.172.42.35
Alert Mode: Continuous
Continuous
Once Only
Periodic
Once, the system will send SMS alert to operator one time only, upon detecting the server offline.
Monitoring Frequency: 10 minutes
NOTE: If set to 0, the system will disable the monitoring. It Is not recommended to set lower than 5 minutes for actual deployment of the system, as ICMP ping generate quite a lot of network traffic
Monitoring Frequency: (upon failure) 5 minutes
NOTE: If set '0', the system will use the value defined in the Monitoring Frequency.
Total Test Ping: 10
NOTE: If set to 0 or leave blank, the system will set as default '1'
Server Status Alert: Disable Time: (HHMM)
Note:
* If alert is hourly, set in minutes.
* HH is from 00 - 23.

Figure 35: Configure Network Monitor Setting

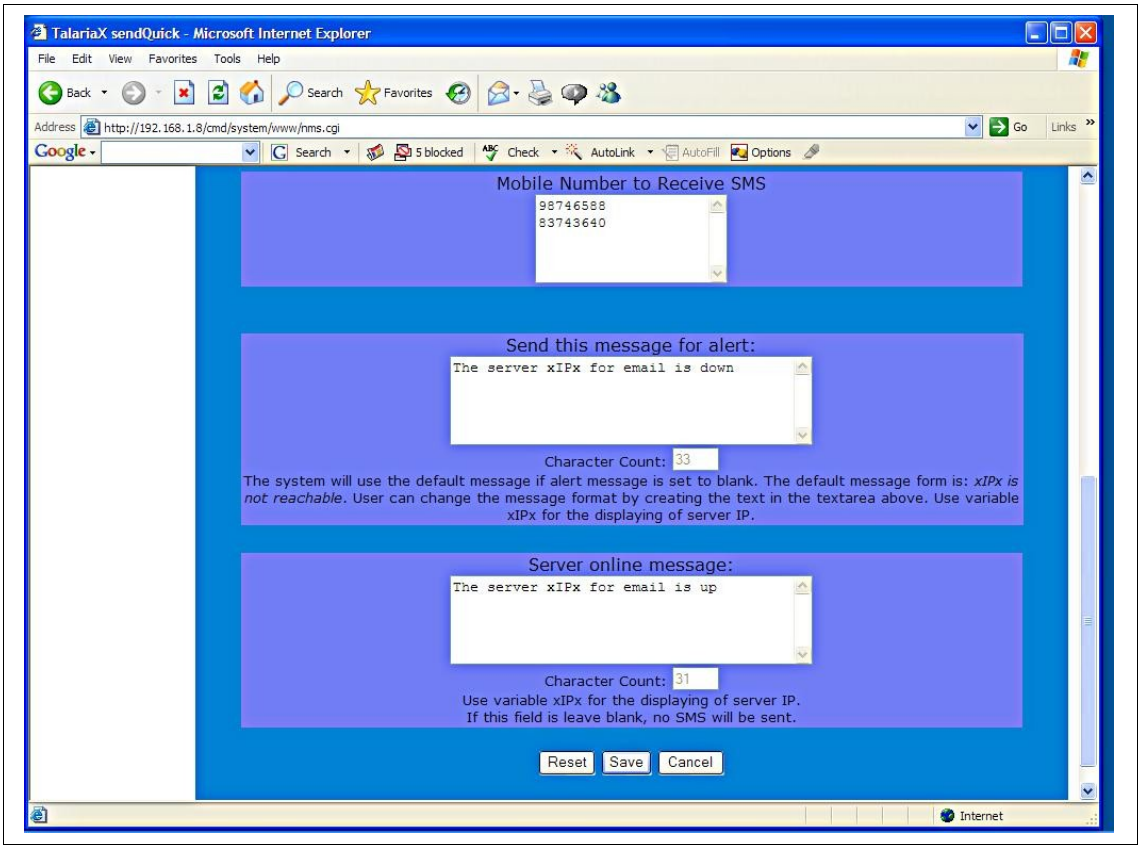
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/nms.cgi
Go Links
Google Search 5 blocked Check AutoLink AutoFill Options
Mobile Number to Receive SMS
98746588
83743640
Send this message for alert:
The server xIPx for email is down
Character Count: 33
The system will use the default message if alert message is set to blank. The default message form is: xIPx is not reachable. User can change the message format by creating the text in the textarea above. Use variable xIPx for the displaying of server IP.
Server online message:
The server xIPx for email is up
Character Count: 31
Use variable xIPx for the displaying of server IP.
If this field is leave blank, no SMS will be sent.
Reset Save Cancel
Internet

Figure 36: Configure Network Monitor Alertees and Messages

3.9 Shift Management and Address Book (Optional)

Shift Management is a function that will work along with the Phone Book function. The purpose of Shift Management is to allow the company to configure the schedule (time table) and which days that the schedule will apply. Users (in Phone Book) can be allocated in accordance to the schedule in the Shift Management.

Using the shift allocation, only users defined in the shift hours/days will be alerted (or will receive SMS messages) if the notifications occur during that period. Otherwise, the alertees will not receive the SMS message.

For configuration, you must configure the Shirt Management first. Select **Shift Management** on the left menu and you will see an interface in Figure 37 below. You will see the summary of the various shifts as well as the time and days defined for each shift. To **Edit** or **Delete,** select the **Shift Name (to edit)** or select the shoft for **Delete**, if required.

Select the **Add Shift** button to add a new shift using the interface as shown in Figure 38 below. Insert the **Start** and **End Time** and indicate the various days that it applies. If it applies on all days or no specific days, select the **No Specific Day** option. Once completed, select **Save** and the defined shift be added. The summary will be shown in Figure 37.

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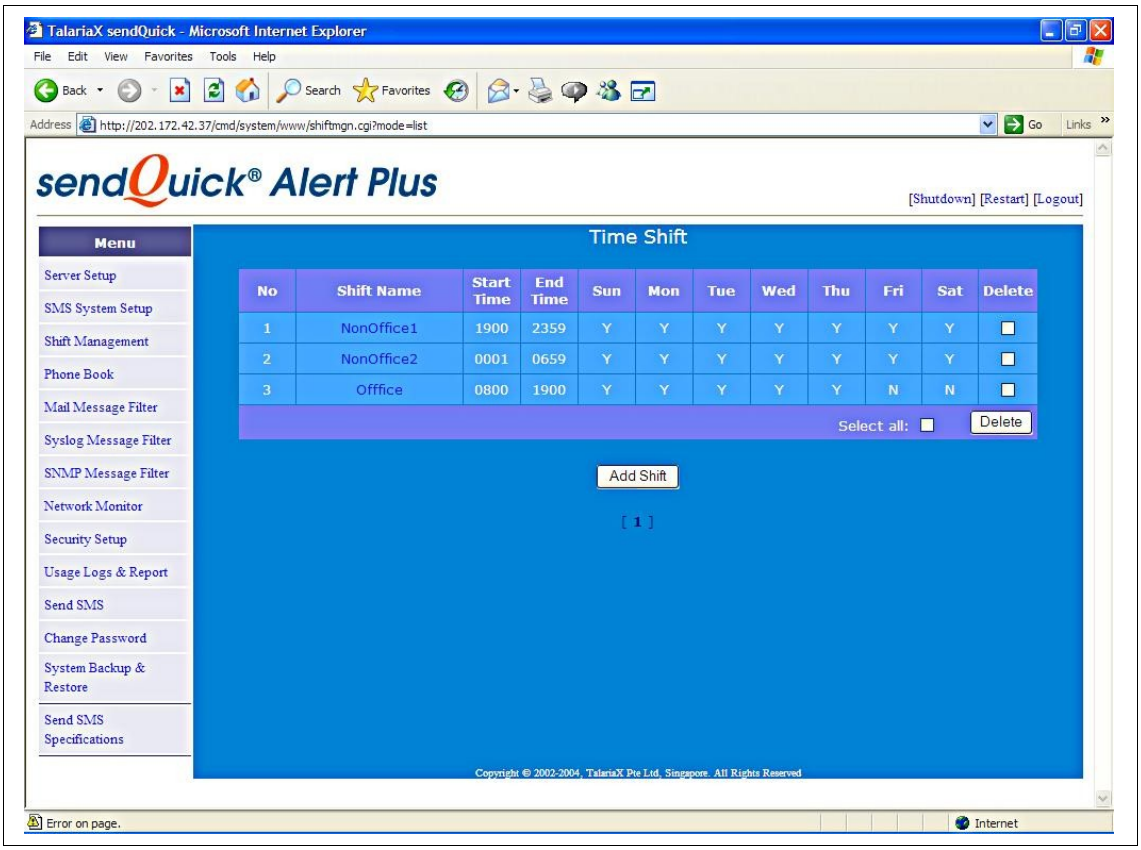

TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://202.172.42.37/cmd/system/www/shiftmgn.cgi?mode=list
Go Links
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Shift Management
Phone Book
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Time Shift
No Shift Name Start Time End Time Sun Mon Tue Wed Thu Fri Sat Delete
1 NonOffice1 1900 2359 Y Y Y Y Y Y Y
2 NonOffice2 0001 0659 Y Y Y Y Y Y Y
3 Offfice 0800 1900 Y Y Y Y Y N N
Select all:
Delete
Add Shift
[1]
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Error on page.
Internet

Figure 37: Shift Summary

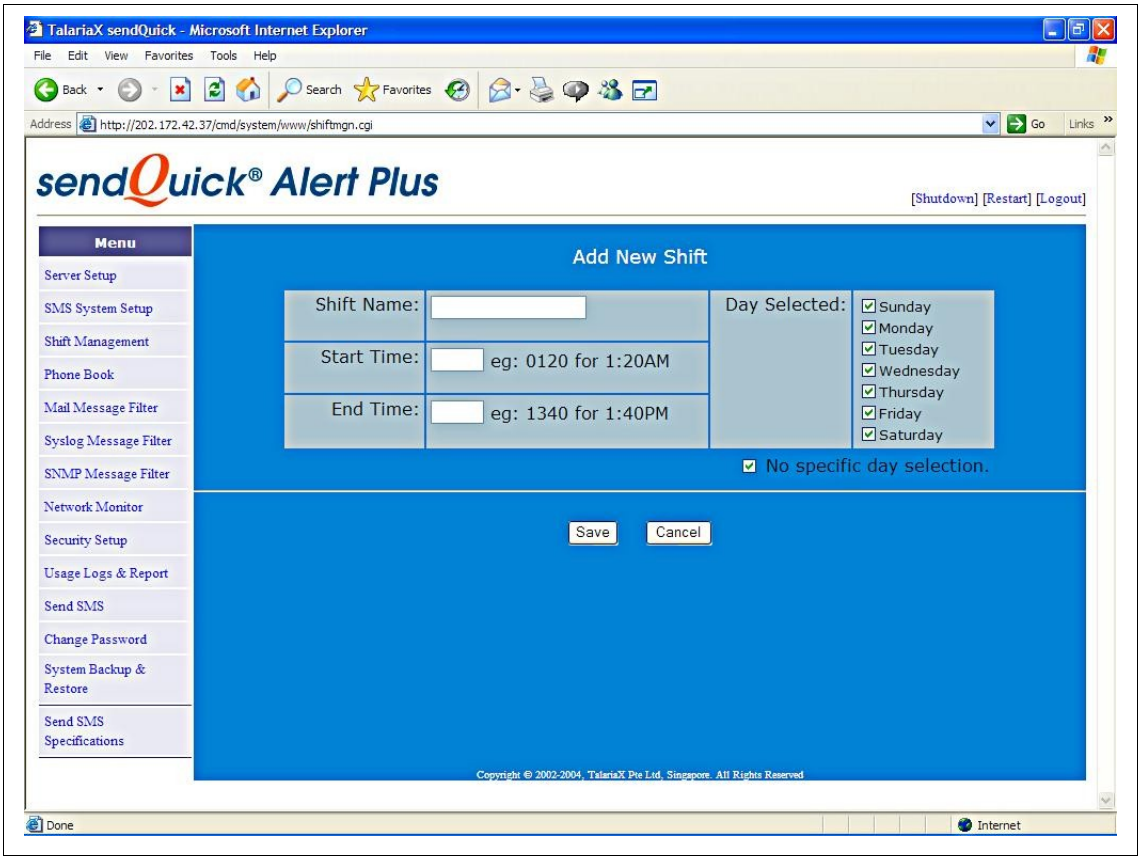


Figure 38: Configure a New Shift

After configuring the shifts, you need the create the alertee list in the Phone Book. By creating the alertees in the Phone Book, you can insert the alertees information when creating the alerting rules. In addition, the phone numbers management is easier as the administrator will just need to manage the list in the Phone Book.

Select the Phone Book option from the left menu bar and the Phone Book Summary is shown in Figure 39 below. The **Name**, **Mobile Number**, **Email**, **Group** and **Shift Allocated** will be shown. To edit, select **Edit** button and edit the data. To delete, select the **Delete Option** and select the **Delete** button. There is an option to view addressees in the particula group only. This option is found on the top right hand corner, indicating the group names or All.

Figure 40 illustrates the various fields to add a new record. Select **Create** in Figure 39 and the interface in Figure 40 is shown. Enter the various records. Select the desired group or enter the field in **User Group > New** to create a new group.

Once the fields are entered, select **Submit** and the record will be created in the Phone Book. You can create as many records in the Phone Book if required.

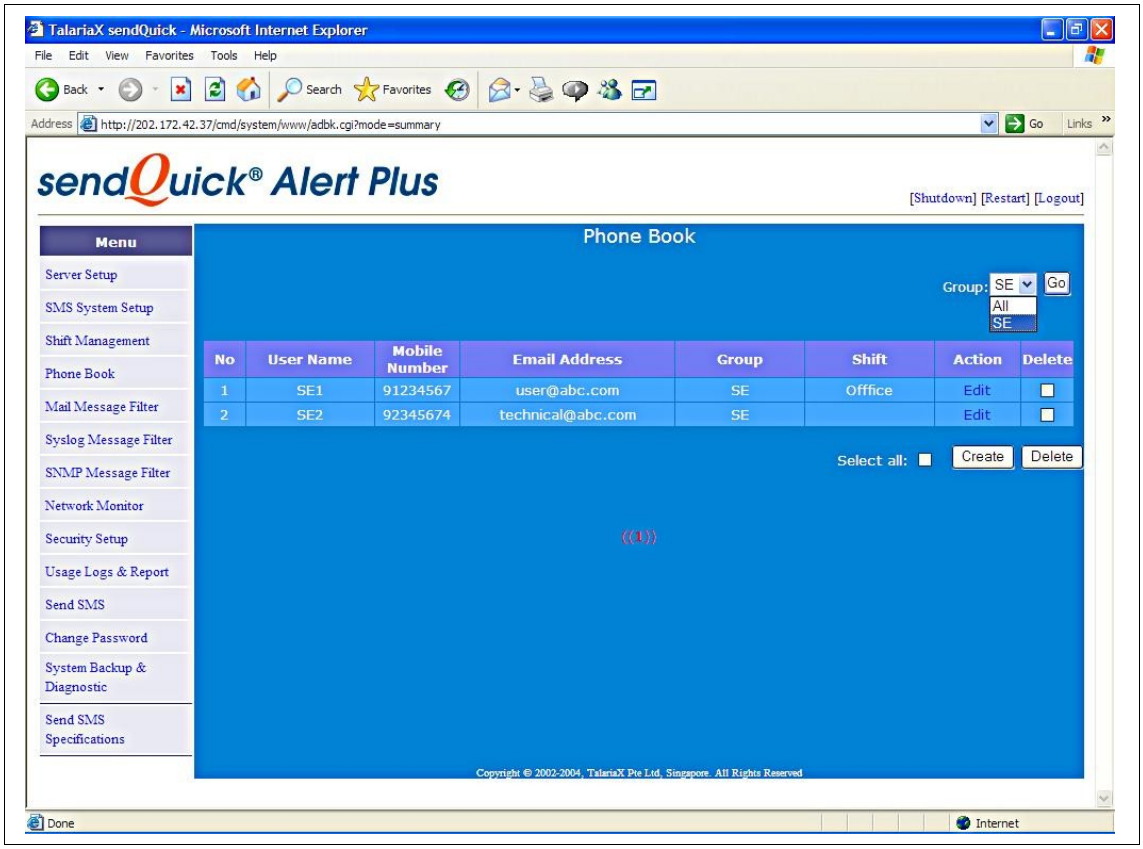


Figure 39: Phone Book Summary

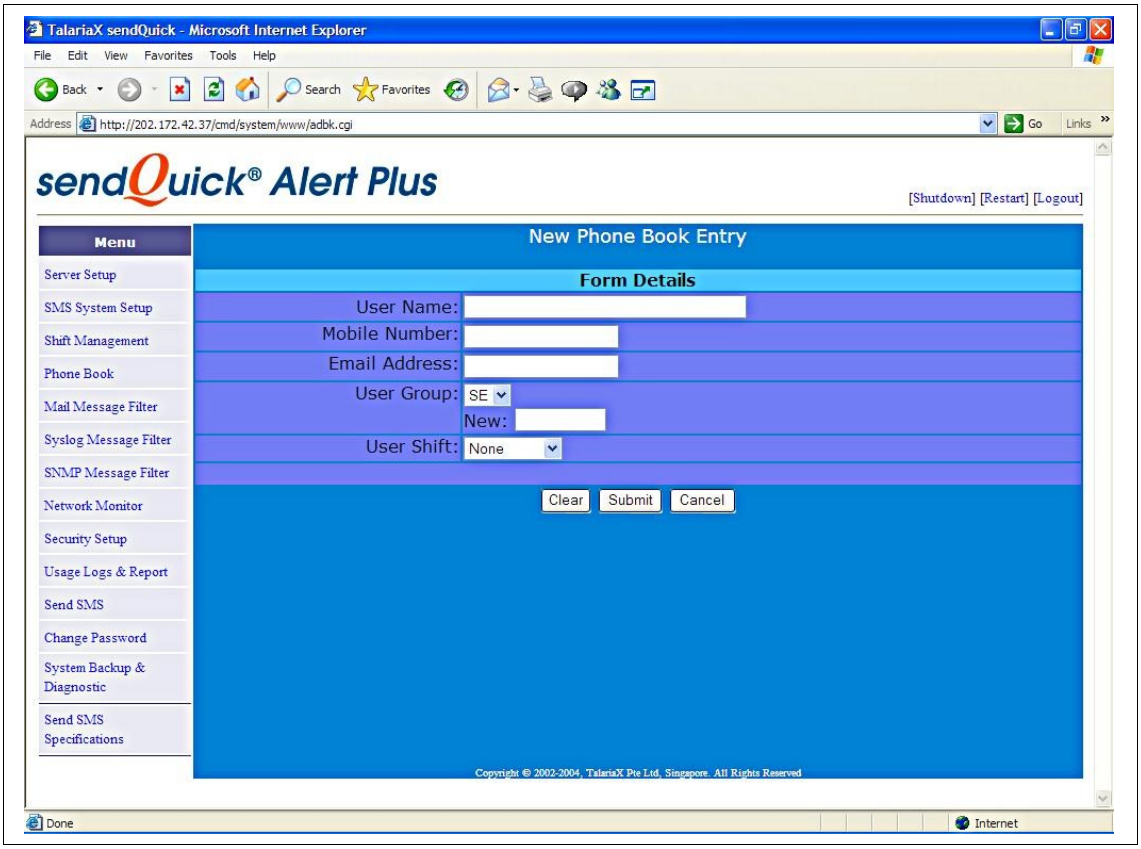


Figure 40: Phone Book Record Creation

3.10 Security Setup

The sendQuick server messaging security is done by allowing/disallow message sending by restricting the IP address of the originating message. This is done by blocking the IP addresses of the unapproved HTTP URLs or the SMTP host gateway IP (for e-mail to SMS).

If you intend to block some IP address, please **insert the IP addresses allowed** into the text area provided under the relevant classification. Only one IP can be listed on one line. If more than one IP address, please use the next line.

If you wish to allow all IPs to access and send SMS, just leave the text box empty. The system also allows users or server to use sendQuick as a SMTP relay server. This is controlled in the **SMTP Relay Host Allow** feature. This message relay had been enabled by using the allowed list. In the default status, there will be no SMTP relay allowed (i.e., no IP address specified). If you wish to allow SMTP relay for some servers or users, please include their IP addresses in the box provided. Please save and these IP addresses will be allowed to use sendQuick server for email relay to the Internet.

Please refer to Figure 41 and 42 below for examples.

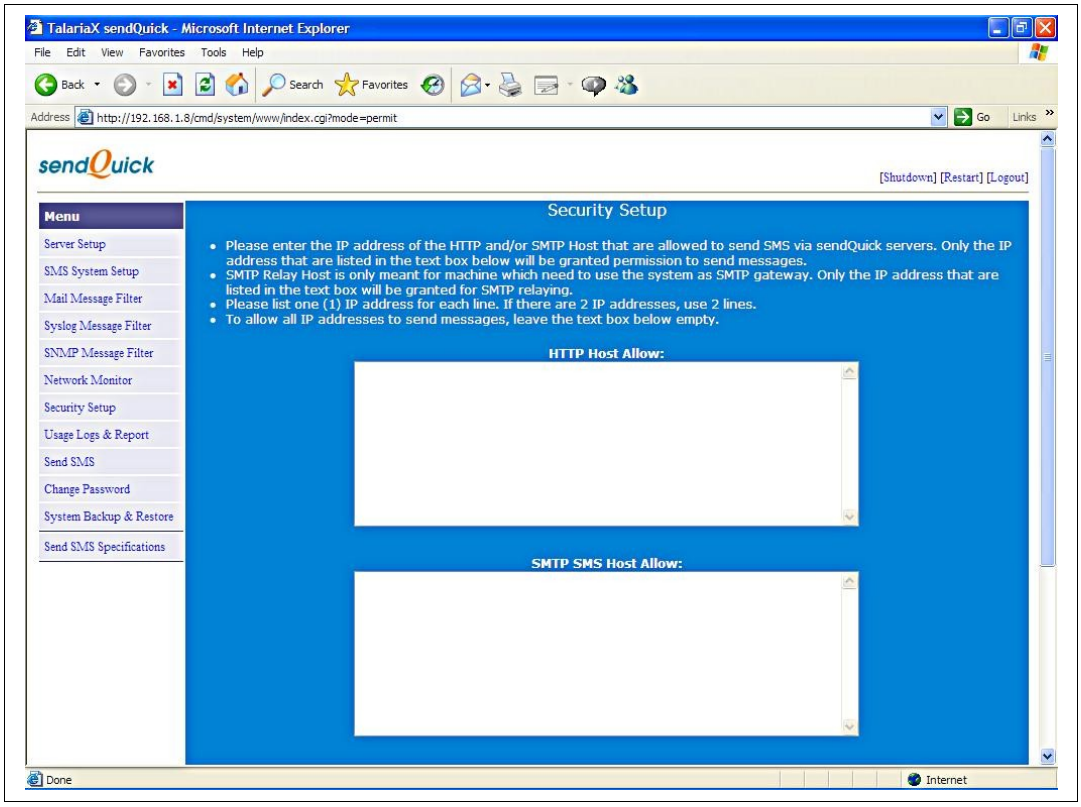

TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/index.cgi?mode=permit
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Security Setup
Please enter the IP address of the HTTP and/or SMTP Host that are allowed to send SMS via sendQuick servers. Only the IP address that are listed in the text box below will be granted permission to send messages.
SMTP Relay Host is only meant for machine which need to use the system as SMTP gateway. Only the IP address that are listed in the text box will be granted for SMTP relaying.
Please list one (1) IP address for each line. If there are 2 IP addresses, use 2 lines.
To allow all IP addresses to send messages, leave the text box below empty.
HTTP Host Allow:
SMTP SMS Host Allow:
Done
Internet

Figure 41: Security using HTTP URL

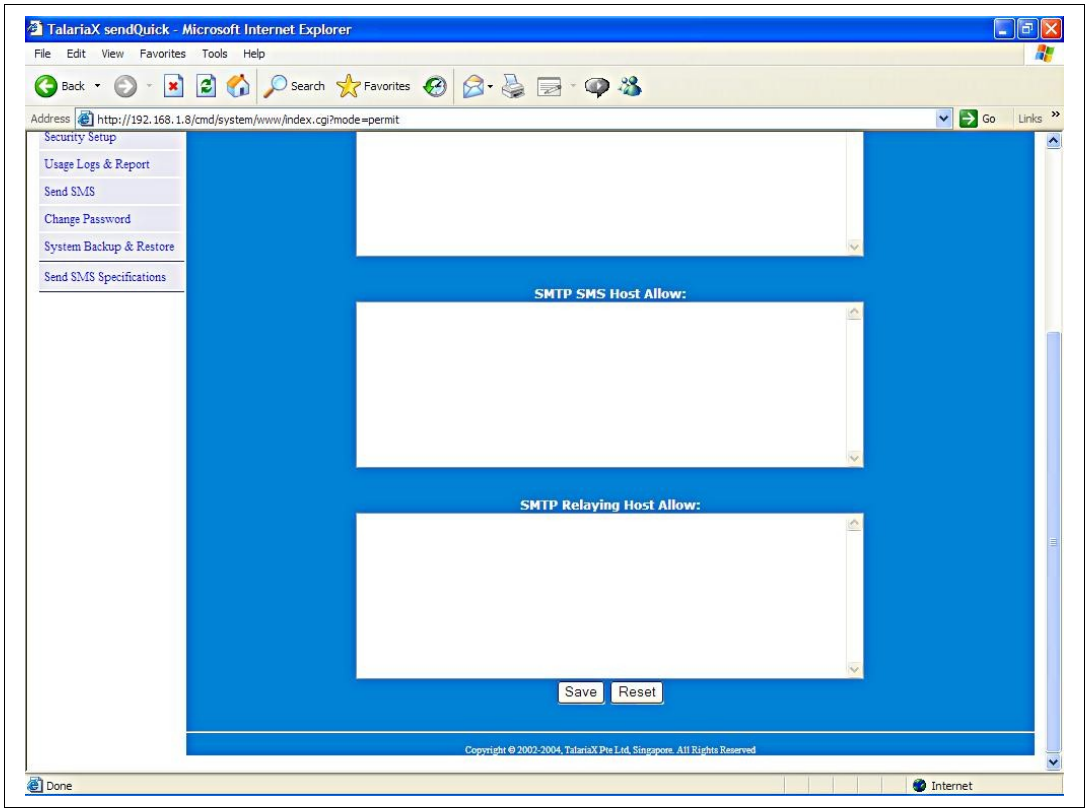


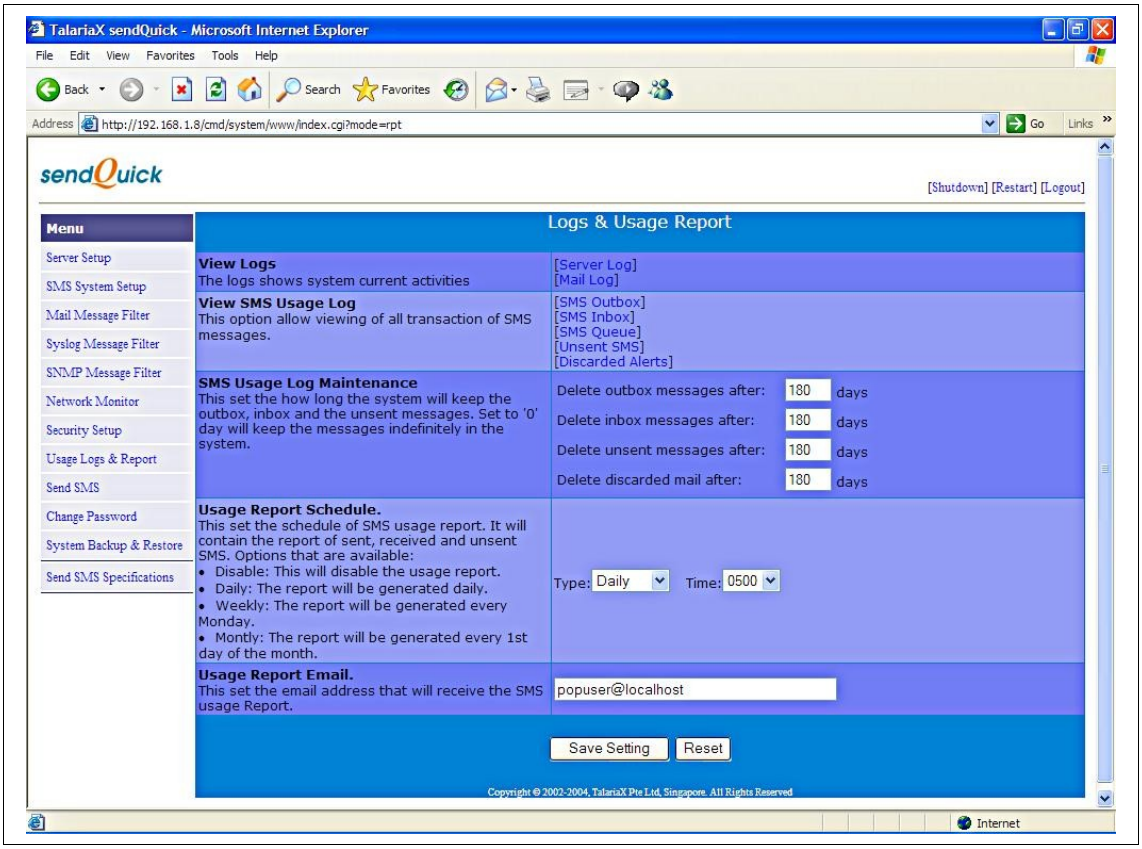
Figure 42: Security using E-mail to SMS (SMTP gateway) and SMTP Relay

3.11 Logs and Usage Report

The sendQuick server has an extensive log file for the system administrator or MIS manager to review the system, trouble shooting and the actual usage (load) of the system. To go to the Logs and Usage Report, select the button (**Logs and Usage Report**) from the Navigation Menu and the main log interface is shown in Figure 43.

You will notice the various logs in the systems. The first section (in Figure 42) is the system log, followed by the Usage Log. The third section is the Usage Log Maintenance. In this section, you can set the number of days that the log will be kept before if is deleted automatically. With this automatic log deletion, the system administrator does not need to maintain the message and system logs, making sendQuick Alert Plus a **zero maintenance server**. If you decided not to log any messages, set the days log to zero '0'.

The system administrator can configure for the message logs to be emailed to an email account on a routine manner, either daily, weekly or monthly. The time can be configured as well (Figure 43). The final section indicates the **email address** that will receive the message log.


TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/index.cgi?mode=rpt
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Logs & Usage Report
View Logs
The logs shows system current activities
[Server Log]
[Mail Log]
View SMS Usage Log
This option allow viewing of all transaction of SMS messages.
[SMS Outbox]
[SMS Inbox]
[SMS Queue]
[Unsent SMS]
[Discarded Alerts]
SMS Usage Log Maintenance
This set the how long the system will keep the outbox, inbox and the unsent messages. Set to '0' day will keep the messages indefinitely in the system.
Delete outbox messages after: 180 days
Delete inbox messages after: 180 days
Delete unsent messages after: 180 days
Delete discarded mail after: 180 days
Usage Report Schedule.
This set the schedule of SMS usage report. It will contain the report of sent, received and unsent SMS. Options that are available:
• Disable: This will disable the usage report.
• Daily: The report will be generated daily.
• Weekly: The report will be generated every Monday.
• Montly: The report will be generated every 1st day of the month.
Type: Daily Time: 0500
Usage Report Email.
This set the email address that will receive the SMS usage Report.
popuser@localhost
Save Setting
Reset
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Internet

Figure 43: Log and Usage Report Menu

3.11.1 View System Logs

To view the logs, select the button on the Logs Main Page (Figure 43). Select the **Server Log** and **Mail Log** (in Figure 43) and you will be presented with the logs as shown in Figure 44 and 45 respectively. The Server and Mail Logs are used for trouble shooting only and will be automatically purged on a daily basis to avoid log accumulation.

Do not be alarmed if you notice the log is empty. Just send a message (SMS) to create an activity and you will see the transaction logs appearing in the system.

3.11.2 View Message Logs

To view the message logs, select the logs individually. You will be able to see the logs for all the messages (SMS) received (Inbox), sent (Outbox), the messages awaiting to be sent (Queue) and failed messages (Unsent). The log interface is shown in Figure 46, 47, 48 and 49 respectively. The system will only display the messages for the day, though the messages are still in the database in the sendQuick server. This is to avoid a slow loading time to display all the messages.

If you wish to review the messages for a certain period, use the date search function found in all the logs (except for Queue). Once you had done a search, it will display the messages for the period requested.

You can also back-up the messages manually. Select the **Save** button and you can save the messages to an external disk (your local computer) by selecting the **right button (right click)** on the mouse and follow the instruction provided.

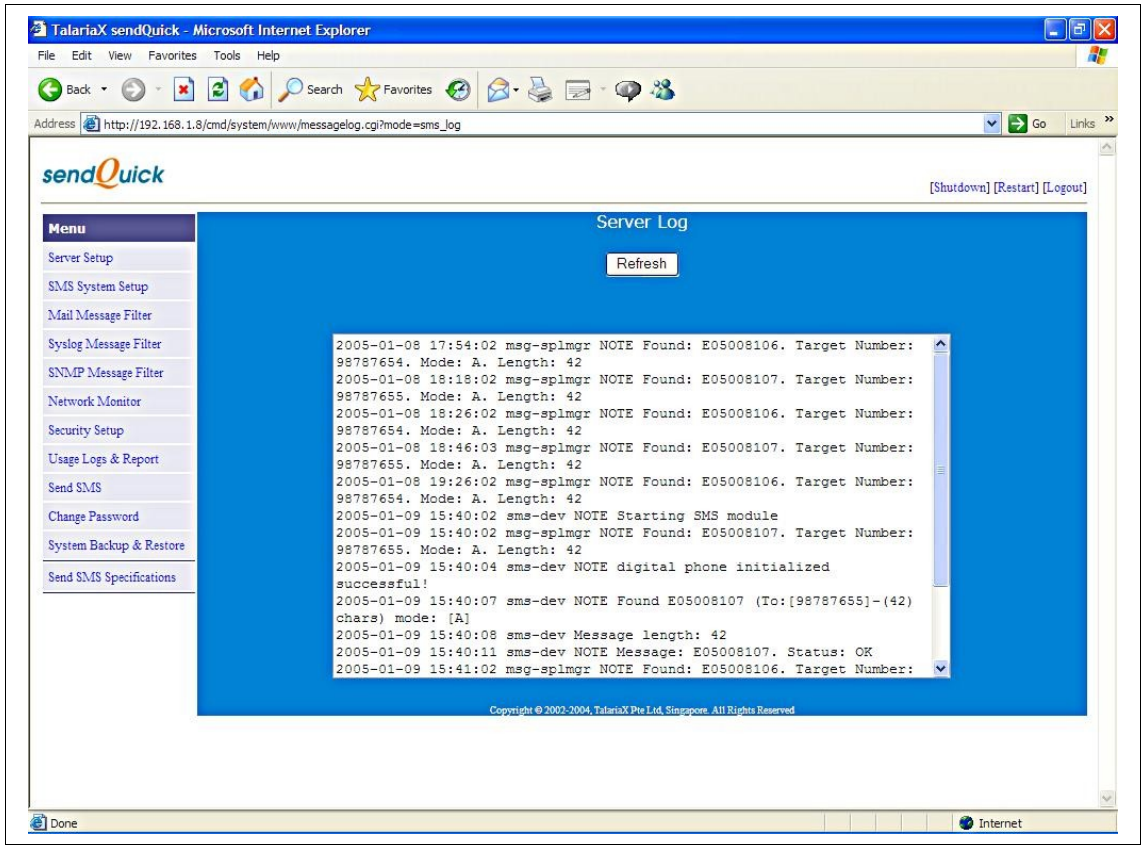
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/messagelog.cgi?mode=sms_log
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Server Log
Refresh
2005-01-08 17:54:02 msg-splmgr NOTE Found: E05008106. Target Number: 98787654. Mode: A. Length: 42
2005-01-08 18:18:02 msg-splmgr NOTE Found: E05008107. Target Number: 98787655. Mode: A. Length: 42
2005-01-08 18:26:02 msg-splmgr NOTE Found: E05008106. Target Number: 98787654. Mode: A. Length: 42
2005-01-08 18:46:03 msg-splmgr NOTE Found: E05008107. Target Number: 98787655. Mode: A. Length: 42
2005-01-08 19:26:02 msg-splmgr NOTE Found: E05008106. Target Number: 98787654. Mode: A. Length: 42
2005-01-09 15:40:02 sms-dev NOTE Starting SMS module
2005-01-09 15:40:02 msg-splmgr NOTE Found: E05008107. Target Number: 98787655. Mode: A. Length: 42
2005-01-09 15:40:04 sms-dev NOTE digital phone initialized successful!
2005-01-09 15:40:07 sms-dev NOTE Found E05008107 (To:[98787655]-(42) chars) mode: [A]
2005-01-09 15:40:08 sms-dev Message length: 42
2005-01-09 15:40:11 sms-dev NOTE Message: E05008107. Status: OK
2005-01-09 15:41:02 msg-splmgr NOTE Found: E05008106. Target Number:
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 44: Server Activity Log

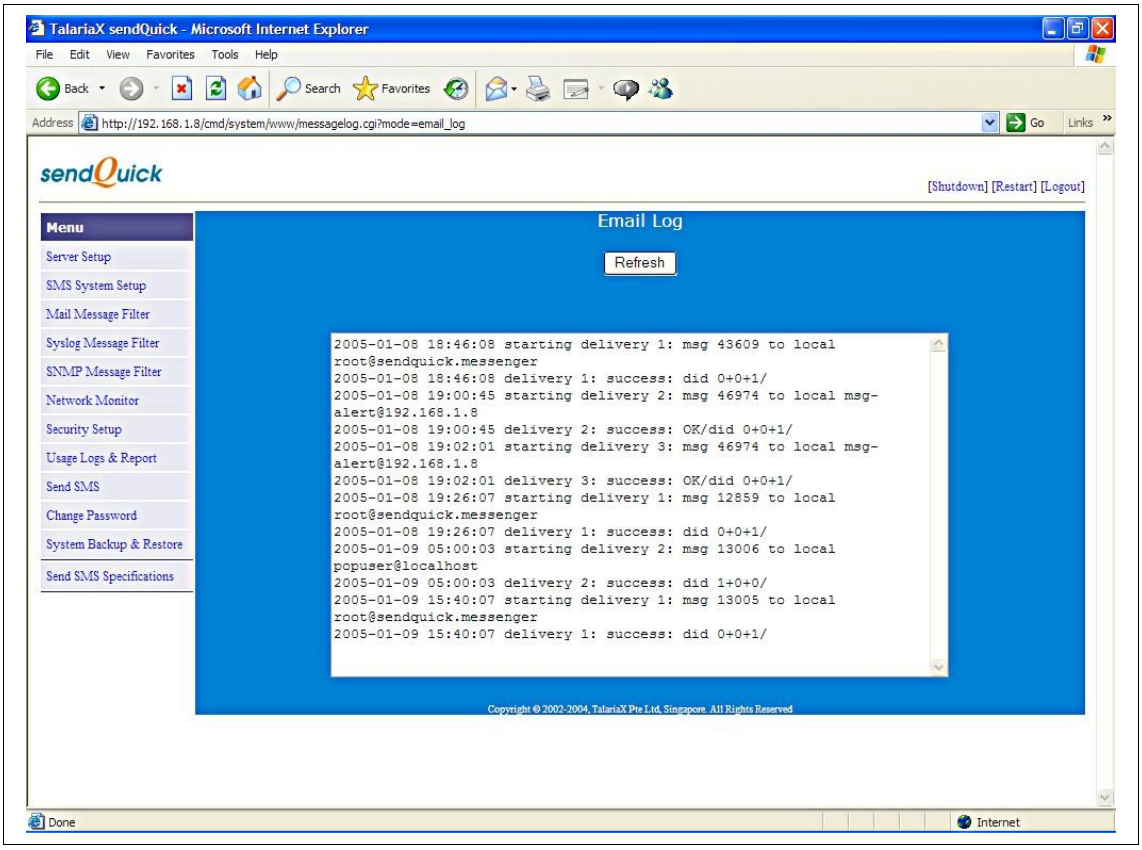
TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://192.168.1.8/cmd/system/www/messagelog.cgi?mode=email_log
Go Links
sendQuick
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Restore
Send SMS Specifications
Email Log
Refresh
2005-01-08 18:46:08 starting delivery 1: msg 43609 to local root@sendquick.messenger
2005-01-08 18:46:08 delivery 1: success: did 0+0+1/
2005-01-08 19:00:45 starting delivery 2: msg 46974 to local msg-alert@192.168.1.8
2005-01-08 19:00:45 delivery 2: success: OK/did 0+0+1/
2005-01-08 19:02:01 starting delivery 3: msg 46974 to local msg-alert@192.168.1.8
2005-01-08 19:02:01 delivery 3: success: OK/did 0+0+1/
2005-01-08 19:26:07 starting delivery 1: msg 12859 to local root@sendquick.messenger
2005-01-08 19:26:07 delivery 1: success: did 0+0+1/
2005-01-09 05:00:03 starting delivery 2: msg 13006 to local popuser@localhost
2005-01-09 05:00:03 delivery 2: success: did 1+0+0/
2005-01-09 15:40:07 starting delivery 1: msg 13005 to local root@sendquick.messenger
2005-01-09 15:40:07 delivery 1: success: did 0+0+1/
Copyright © 2002-2004, TalariaX Pte Ltd, Singapore. All Rights Reserved
Done
Internet

Figure 45: SMTP (Email) Activity Log

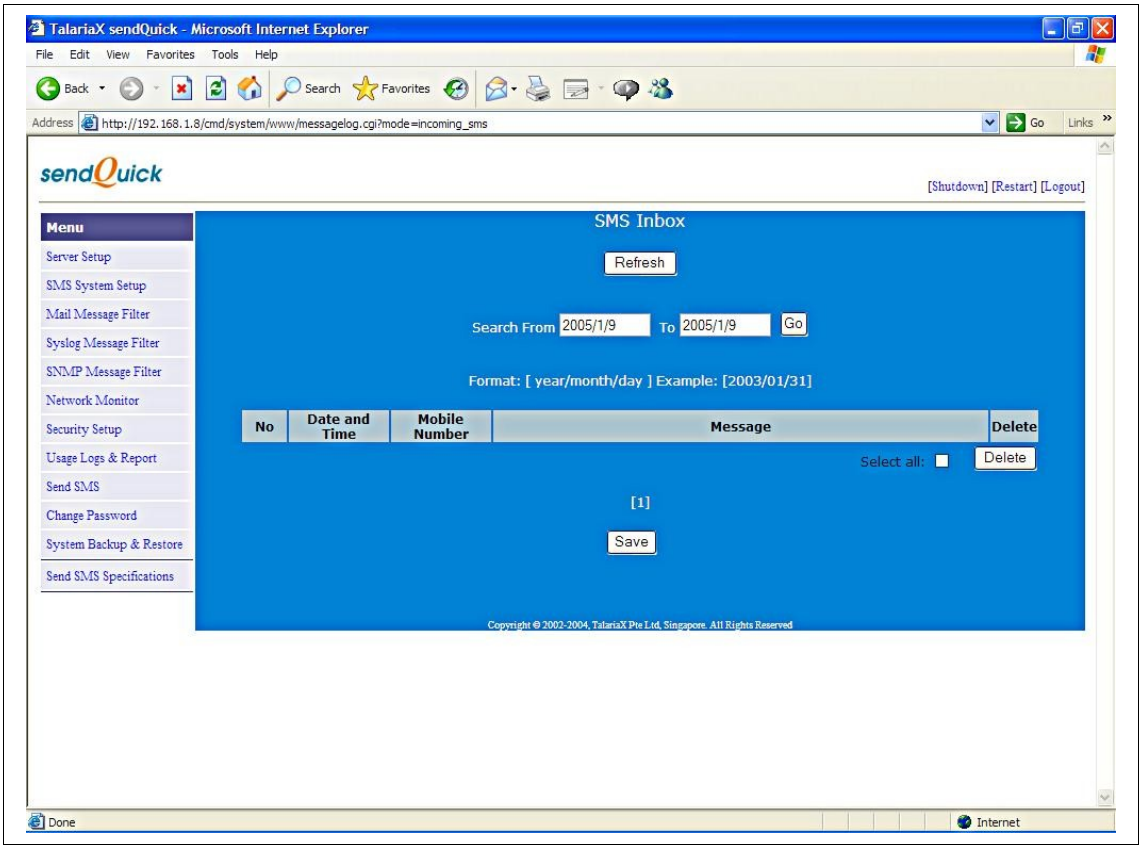

Figure 46: SMS Inbox (Message Received) Log

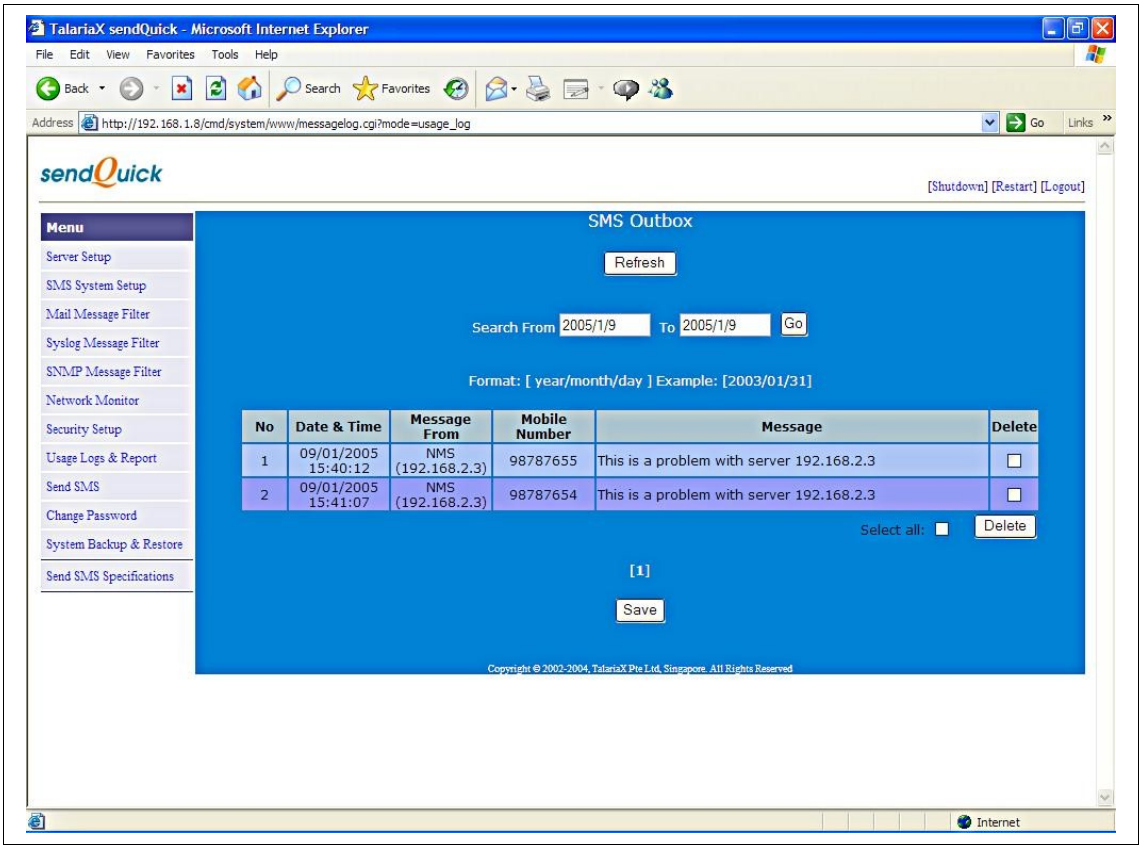

Figure 47: SMS Outbox (Message Sent) Log

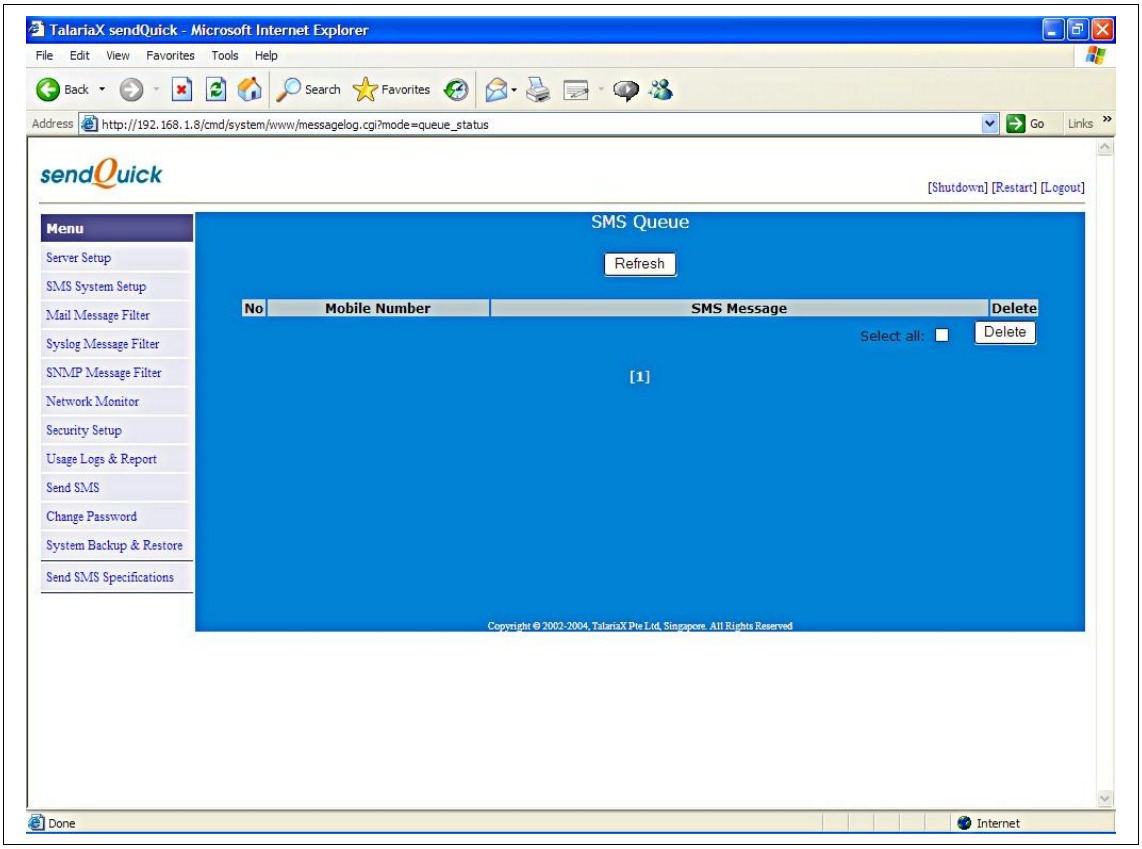

Figure 48: SMS Queue for Message Awaiting to be Sent

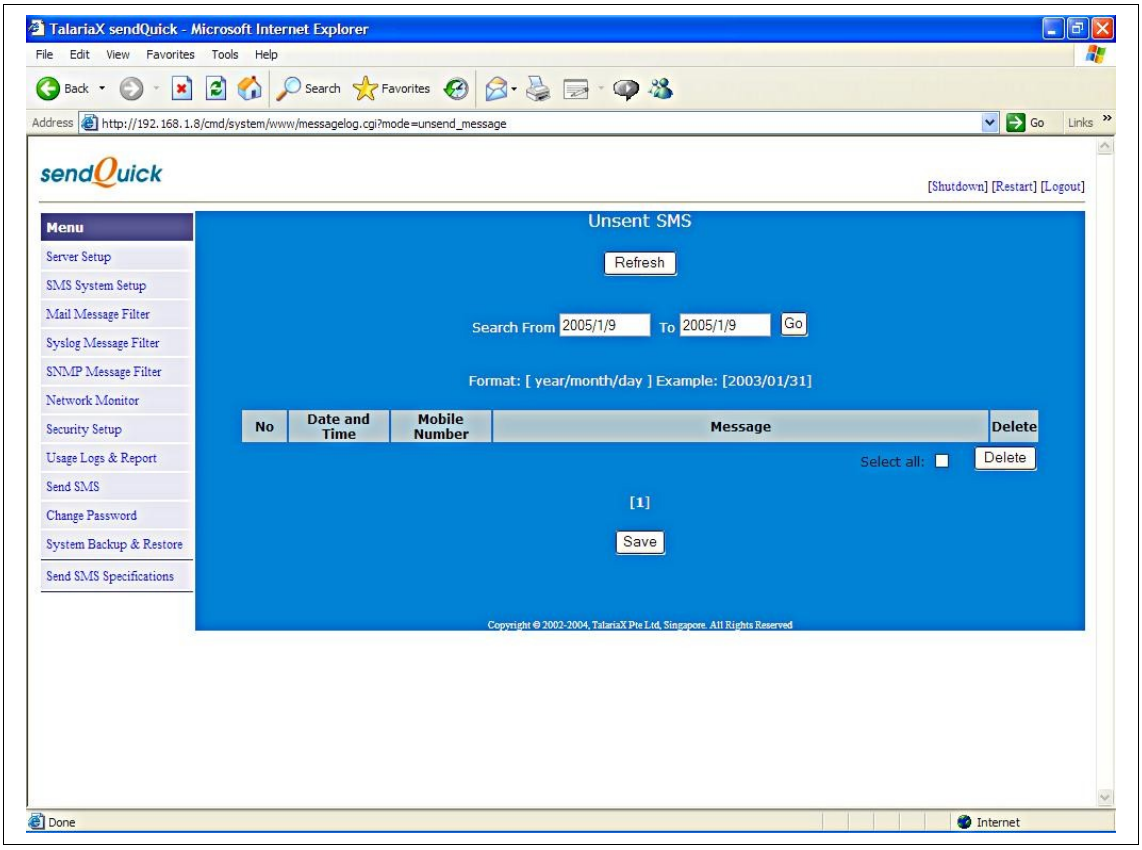

Figure 49: Unsent Messages Log

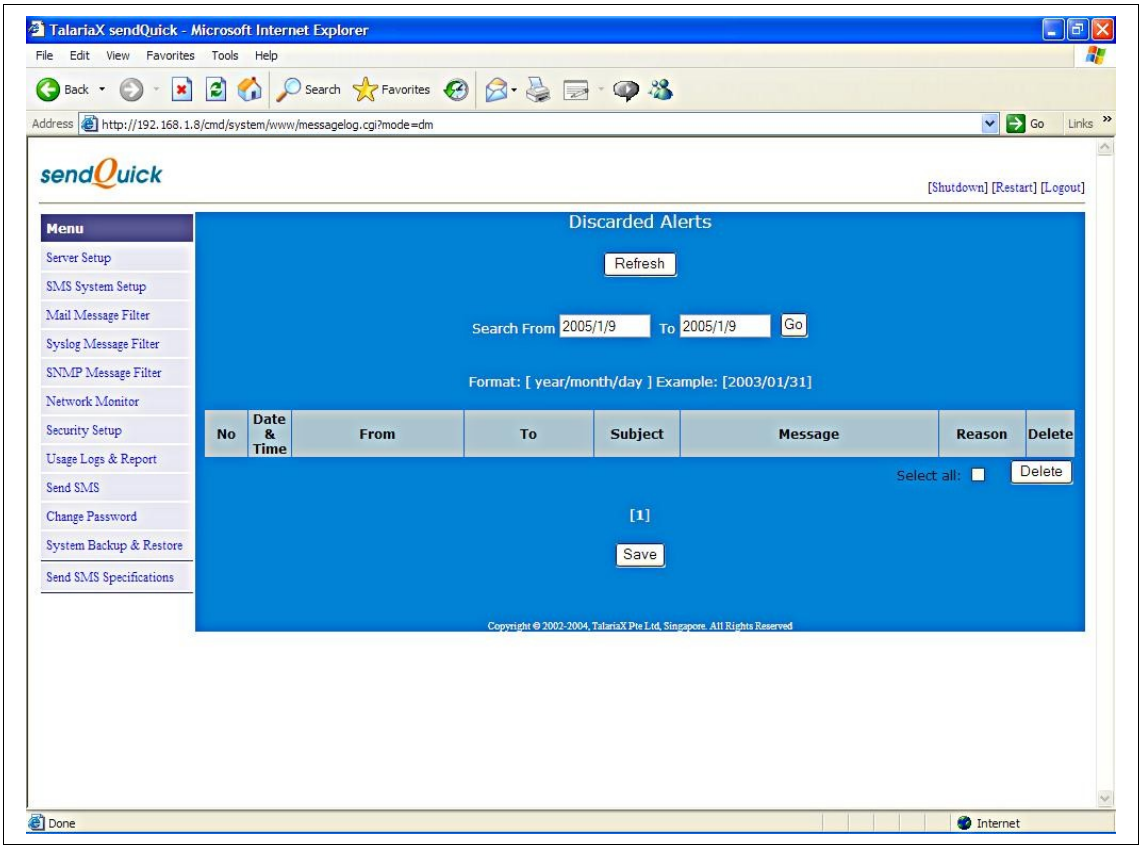

Figure 50: Log for Messages Not Sent as SMS Alert (Discarded)

There is a section in Discarded Alerts (Figure 50). This refers to the messages received (via email, SNMP or Syslog) by the sendQuick but was not sent as SMS. The are a few reasons for not sending SMS messages. This include a non-rule matching, wrong mobile number or wrong email address. The reasons for **discard** is documented in the Discarded Alert log.

3.12 Send SMS via sendQuick Server

You can send SMS via sendQuick in 3 ways. They are the HTTP Post, E-mail-to-SMS and File Upload (CSV and Tab Delimited). The sendQuick Alert had preset the HTTP and E-mail sending methods tying to the IP address of the server. Hence, whenever you change the server IP, the URL and e-mail address will change.

> **Note:** You should configure the Server with the correct fixed IP and should not change them unless absolutely necessary.

The setting for the message sending HTTP URL and e-mail are as follow:

HTTP Post/Get http://<serverIP>/cmd/system/api/sendsms.cgi

E-mail <hpnum>@<serverIP>

Example:
If you set the IP address 192.168.1.8, then the URL and e-mail for sending messages are as follow:

HTTP Post/Get http://192.168.1.8/cmd/system/api/sendsms.cgi

E-mail <hpnum>@192.168.1.8

The format for sending messages via HTTP is determined by the variables that define the mobile phone number and message body. The defined format for HTTP Post/Get is as below (if server IP is 192.168.1.8).

CGI/HTTP variables:
tar_num -- target (handphone) number
tar_msg -- message to send via modem
tar_mode – mode=text (ASCII) or mode=Unicode (Unicode)

Example:
http://192.168.1.8/cmd/system/api/sendsms.cgi?tar_num=91234567&tar_msg=how are you&tar_mode=text

Hence, to send in languages other than ASCII, you will need to HTTP Post them as Unicode format.

As for e-mail, you will need to e-mail to the server in the following format.

To : 91234567@192.168.1.8
Subject : Test message
Message: Test message for you.

There is no difference for sending SMS messages via email for different languages. The system will be able to recognize from the email header.

You can use both formats for sending messages to the server. If you need to send many messages, you will need to send more messages to the server. Hence, if you are using sendQuick with your application server, it is more advisable to use with HTTP connection.

You can find some of the Send SMS Specifications in the server. As for sending via File Upload, please refer to Section 3.12

> **Note:** All SMS can only receive 160 characters per message. Please do not use more than 160 characters in the message body for both e-mail and HTTP connection.

3.13 Sending Mass SMS (Broadcast) using Designated File Format

SendQuick server has a feature that allows users to send mass SMS (broadcast) using some designated format, which include Comma Delimited value (CSV) or Tab Delimited value. These two formats are supported by most database or spreadsheet software, like Microsoft Excel, Access, MS SQL, GoldMine, ACT! and others.

The files need to be formatted (or exported in the relevant format) and saved as either CSV (**.csv**) or TXT (**.txt**) extensions. For Comma Delimited value, the file can be either CSV or TXT. For Tab Delimited, it will need to be in TXT format.

Data Format: The data format should be segmented in 2 columns: handphone number and message content. The table below shows the example of the data format in the CSV and TXT file.

Data Format in the Files	Example
Comma Delimited Value (CSV)	91234567,hello how are you?
Tab Delimited Value (TXT)	91234567 hello how are you?

For exporting data from database or Microsoft Excel, your data in the software should be organized as shown below. The extreme left column is the mobile phone number followed by the Message in the next column. This format had to be strictly followed, else resulting in processing error.

96367680	Hi! This is a message for you
96189556	Hello, greetings from Singapore

To send messages using either of these two file formats, select the **Send SMS** item on the left Menu Bar. You will notice a File Upload item as shown in Figure 51. Select **File Upload** and you will see the interface shown in Figure 52 below. Select the File Type, Language (your message is written in) and Browse to select the file. Select Upload once you are ready.

Figure 53 depicts the sending messages via File Upload method. In Figure 54, you will notice the messages are displayed for your preview. This allows you to check the messages before sending. If all the messages are **OK** (under Message Format), then you can send the messages without errors. If there are messages that are **Error**, you can choose to amend the original file and upload again. If all messages are **Error** (indicating wrong format), you will not be able to send the messages.

Once you are satisfied with the messages in the preview, select **Send** and the messages will be sent for processing and sent as SMS. You can select **Cancel** to perform Upload again.

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This feature allows you to export data from database and others to send SMS to all users at one single process.

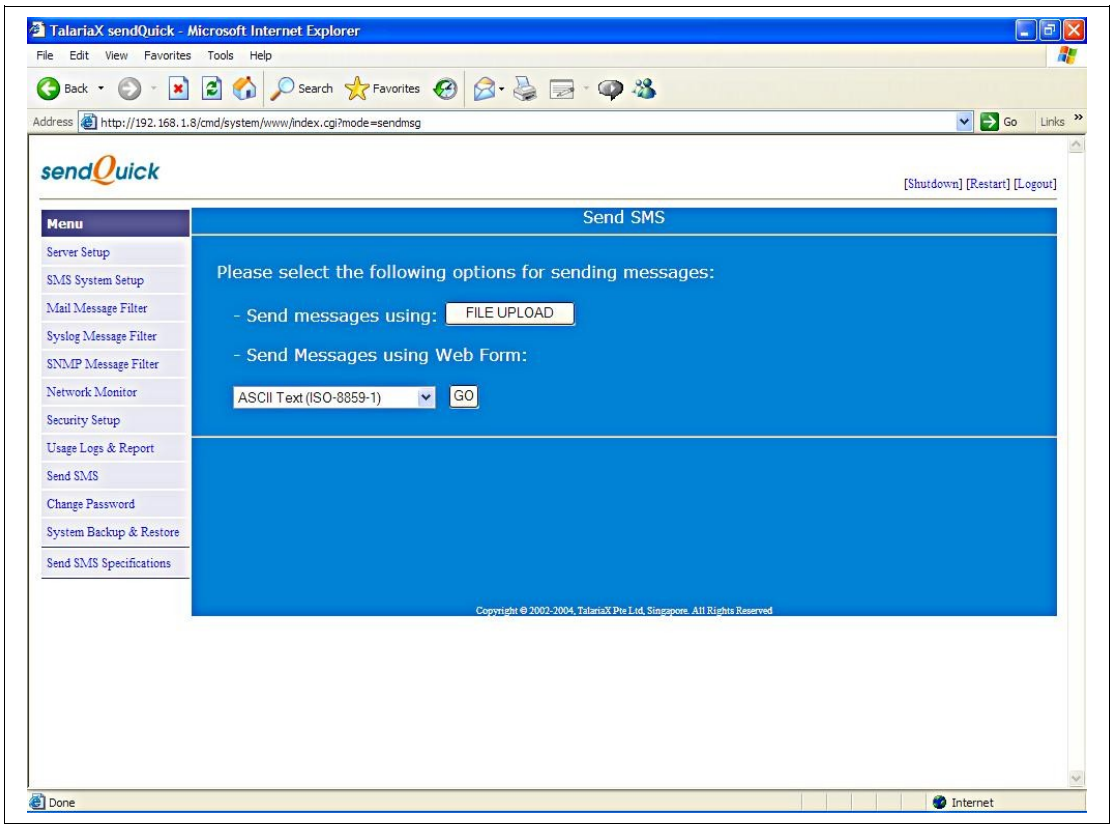

Figure 51: Send SMS Option for File Upload and Direct Sending

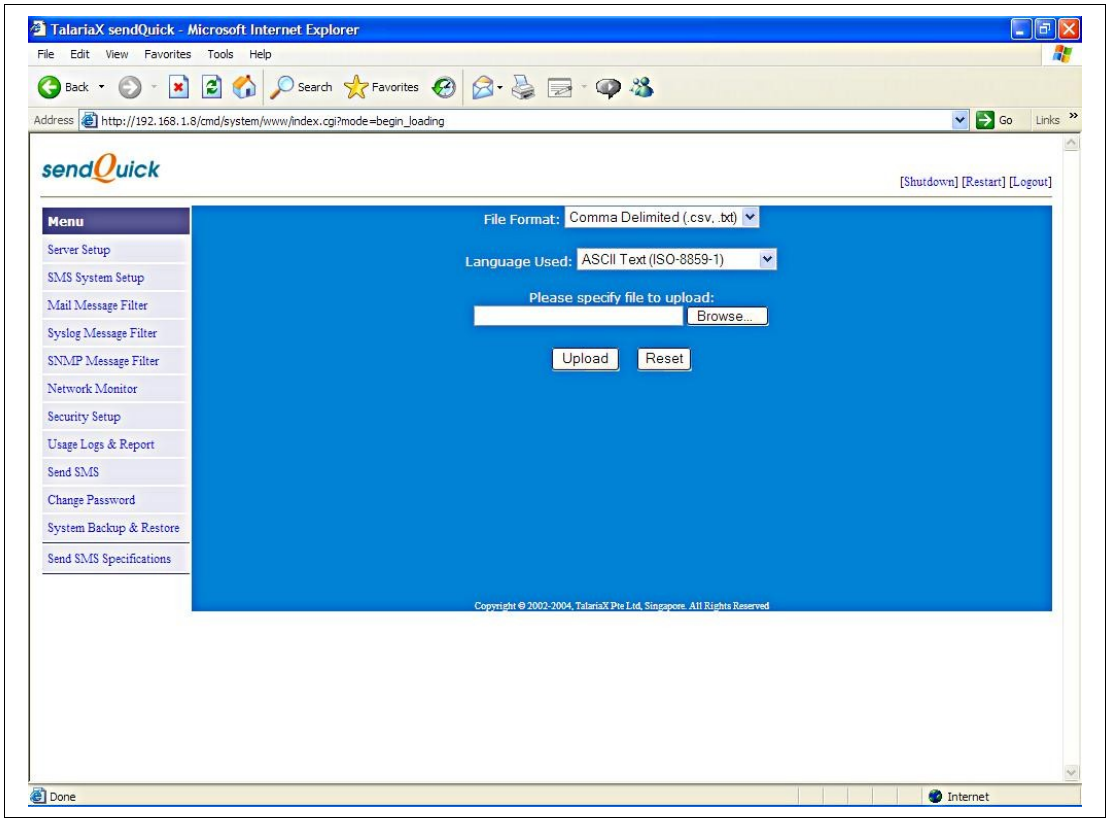

Figure 52: Selecting the File format for Upload

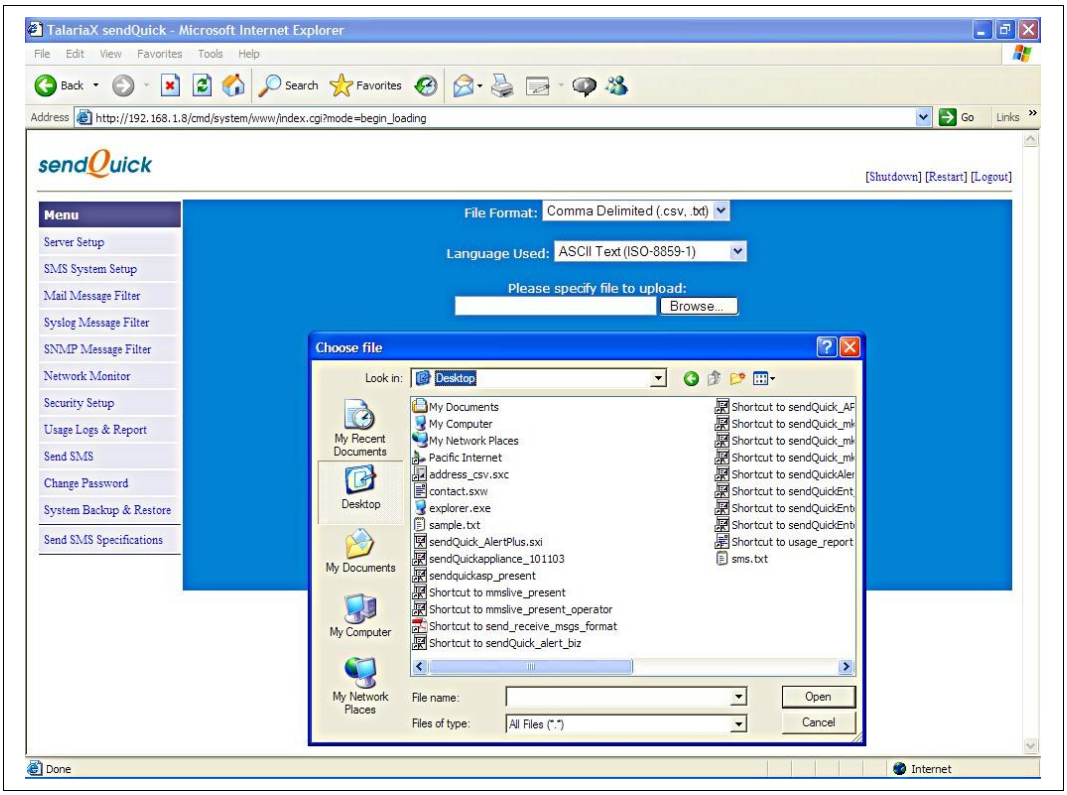

Figure 53: Select the File to Upload

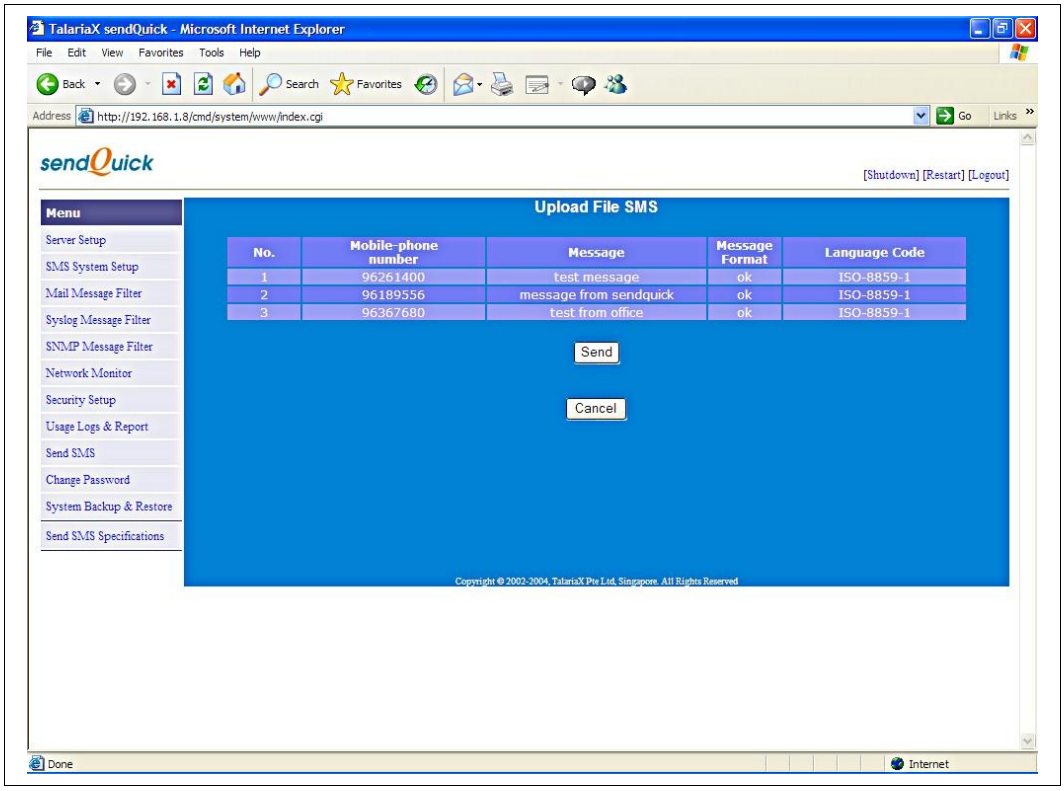

Figure 54: Messages Preview before Sending

3.14 Sending Messages to Overseas Mobile Numbers

SendQuick Appliance Server supports sending SMS to overseas users. This is network (or SIM) dependent. This means that your SIM card and mobile network must be able to send to an overseas number directly using the SIM card.

For sending via email to SMS, start the email address with (+)(country code). Hence, if you are a using the server in Singapore and intend to send to Malaysia, your email will look like:

+60121234567@192.168.1.8

where +60 is the added country code for overseas (international) SMS.

If you are using HTTP method, the (+) and country code need to be added to the mobile phone (tar_num) field. The hex-value for (+) is %2B for HTTP method.

3.15 Receive SMS via sendQuick Server

After you have defined the receive SMS path and method (for your application server to receive the replied SMS) in Section 3.4 above, you will need to configure your applications to accept the messages in the following format and predefined variables. These format and variables are predefined by sendQuick and cannot be changed. It defines the way that your applications are able to recognise the information sent from sendQuick.

Please refer to the format below for the HTTP and E-mail communication methods.

Example of http response from the server:

http://<response_url>?mno=91234567&txt=Testing&dtm=02/06/10,14:19:18&charset=GB2312

Where:
mno -- the mobile phone number
txt -- the text message
dtm -- the date and time of the SMS received.
charset – language character set

As for e-mail, the received SMS message will be sent to the e-mail as specified in Section 3.4. An example of the received e-mail is as below.

From : 91234567@192.168.1.8
Date : Monday, June 10, 2002 2:31 PM
To : sh_ang@yahoo.com <sh_ang@yahoo.com>
Subject : SMS From 91234567

Sender: 91234567
Timestamp: 02/06/10,14:32:54+32
Message: Test

You will need to configure your back-end system and applications to receive the messages in the format mentioned above.

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3.16 POP User Account in sendQuick

sendQuick Appliance has a built-in and pre-configured POP account user for easy access, single user environment or when an alternative e-mail server is not present in the network. This POP account will allow the administrator or any user to use this POP account to receive SMS by using the SMS-to-email reply option.

The default and standard configuration for this POP user is as follow:

POP username	:	popuser
Password	:	popuser (default password)
POP e-mail account	:	popuser@localhost
Incoming (POP) mail server	:	IP address of the sendQuick server
Outgoing (SMTP) server	:	IP address of the sendQuick server (or others)

To change the password for the POP user account, refer to Change Password in Section 3.17.

3.17 Send Test Message from sendQuick Server

To ensure that the server is functioning properly, sendQuick has a built-in message sending interface for you to send a test message.

Please select the Send SMS button on the left bar and you will see the screen shown in Figure 50 in Section 3.12 above. Select **Send Messages Via Web Form** and you will see an interface to send messages as in Figure 55 below. You can select the languages that you wish to send the message as shown in the language selection box as shown in Figure 50.

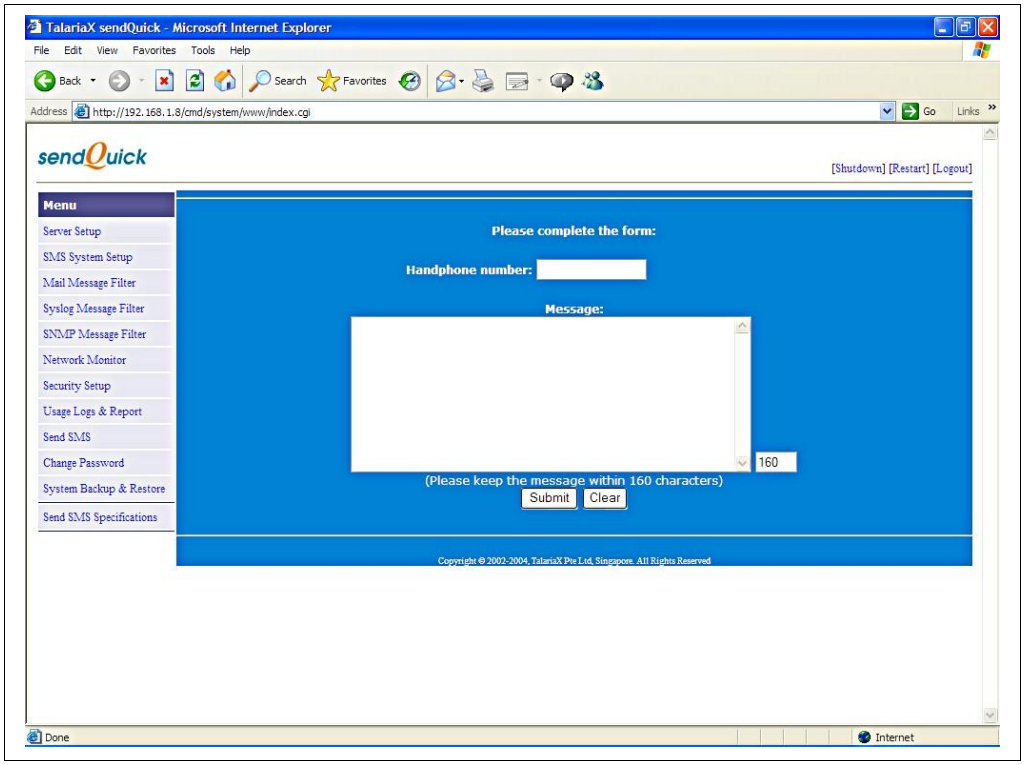


Figure 55: Send SMS Message from sendQuick Alert Server

Once the message is sent successfully, you will see a success page.

3.18 Change Administrator's Password

You are advised to change the password and keep this password in a safe place. To change the password, select Change Password from the Navigation Menu and you will see the interface as shown in Figure 56 below.

You can change the Administrator's Web Access password, POP Account password and Console Login password.

Enter your new password and confirm the new password. Select **Change Password** and your password will be changed.

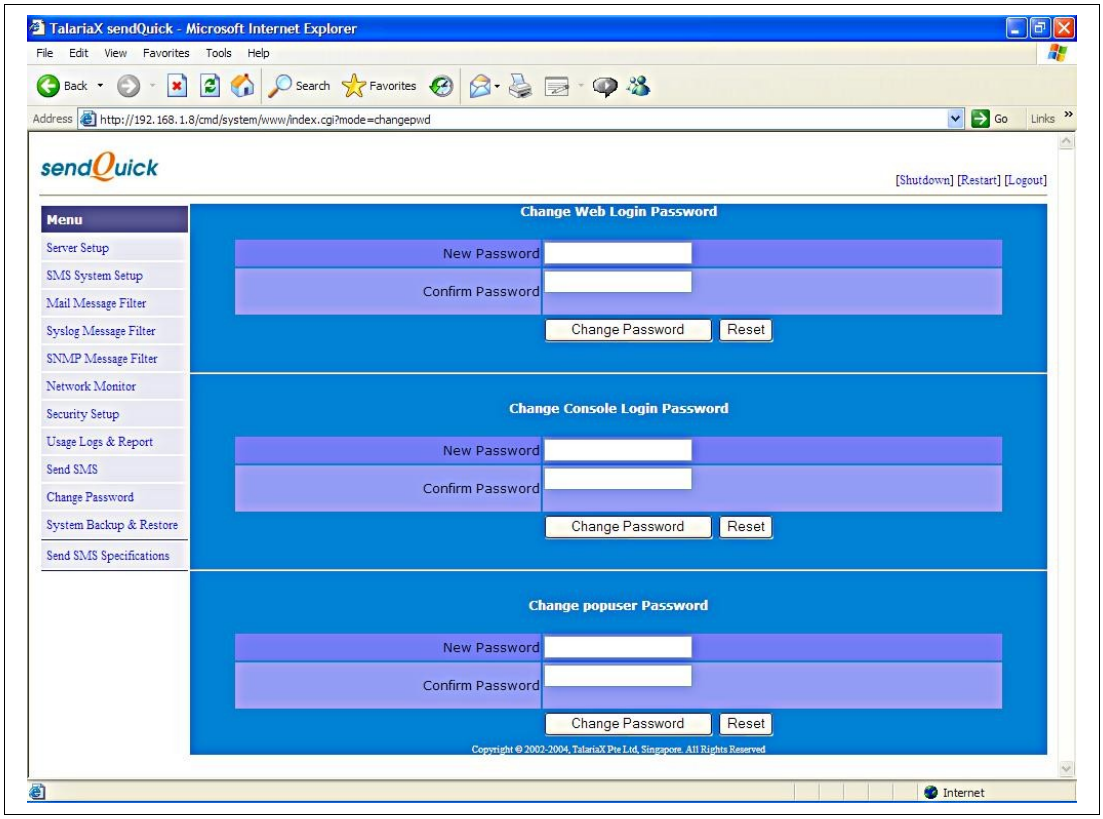


Figure 56: Change Password

3.19 System Backup, Restore and Diagnostic

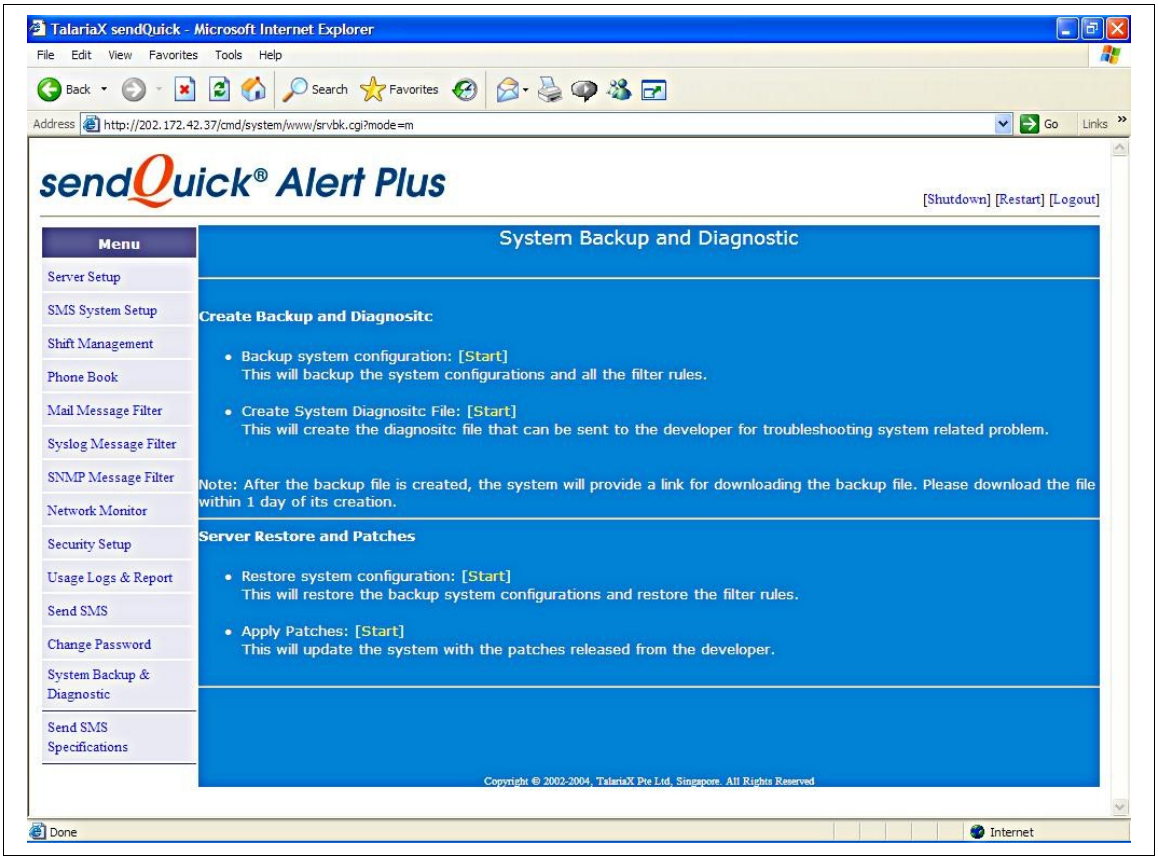
You can backup the system configuration and the alert rules in the sendQuick server. To activate, select the System Backup and Diagnostic button in the Navigation Menu and you will see an interface as shown in Figure 57 below.

Select the Backup System Configuration or Create System Diagnostic if you wish to backup the items or create diagnostic respectively. Once selected (the **Start** button), the file create process will commence and will take a few minutes. Do not close the browser as the process is still functioning. Once the process completed, you will need to save the backup/diagnostic files in an external media (hard disk) in another machine (which can be your local access machine). This is illustrated on Figure 57, 58, 59 and 60 respectively.

You will notice that sendQuick backup files are named in accordance to the 'filetype_date' with an extension '**.enc**' for the system configuration. This is a proprietary format for sendQuick and can be used for sendQuick only.

The files can be a few MB large (especially the Diagnostic file) and you may need to be patient with the process.

Please use the same file when you restore the configuration or alert rules respective. Select the Restore and choose the file from your local disk media. This is illustrated in Figure 61 below.


TalariaX sendQuick - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites
Address http://202.172.42.37/cmd/system/www/srvbk.cgi?mode=m
Go Links
sendQuick® Alert Plus
[Shutdown] [Restart] [Logout]
Menu
Server Setup
SMS System Setup
Shift Management
Phone Book
Mail Message Filter
Syslog Message Filter
SNMP Message Filter
Network Monitor
Security Setup
Usage Logs & Report
Send SMS
Change Password
System Backup & Diagnostic
Send SMS Specifications
System Backup and Diagnostic
Create Backup and Diagnositc
Backup system configuration: [Start]
This will backup the system configurations and all the filter rules.
Create System Diagnositc File: [Start]
This will create the diagnositc file that can be sent to the developer for troubleshooting system related problem.
Note: After the backup file is created, the system will provide a link for downloading the backup file. Please download the file within 1 day of its creation.
Server Restore and Patches
Restore system configuration: [Start]
This will restore the backup system configurations and restore the filter rules.
Apply Patches: [Start]
This will update the system with the patches released from the developer.
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Done
Internet

Figure 57: Backup and Restore Menu

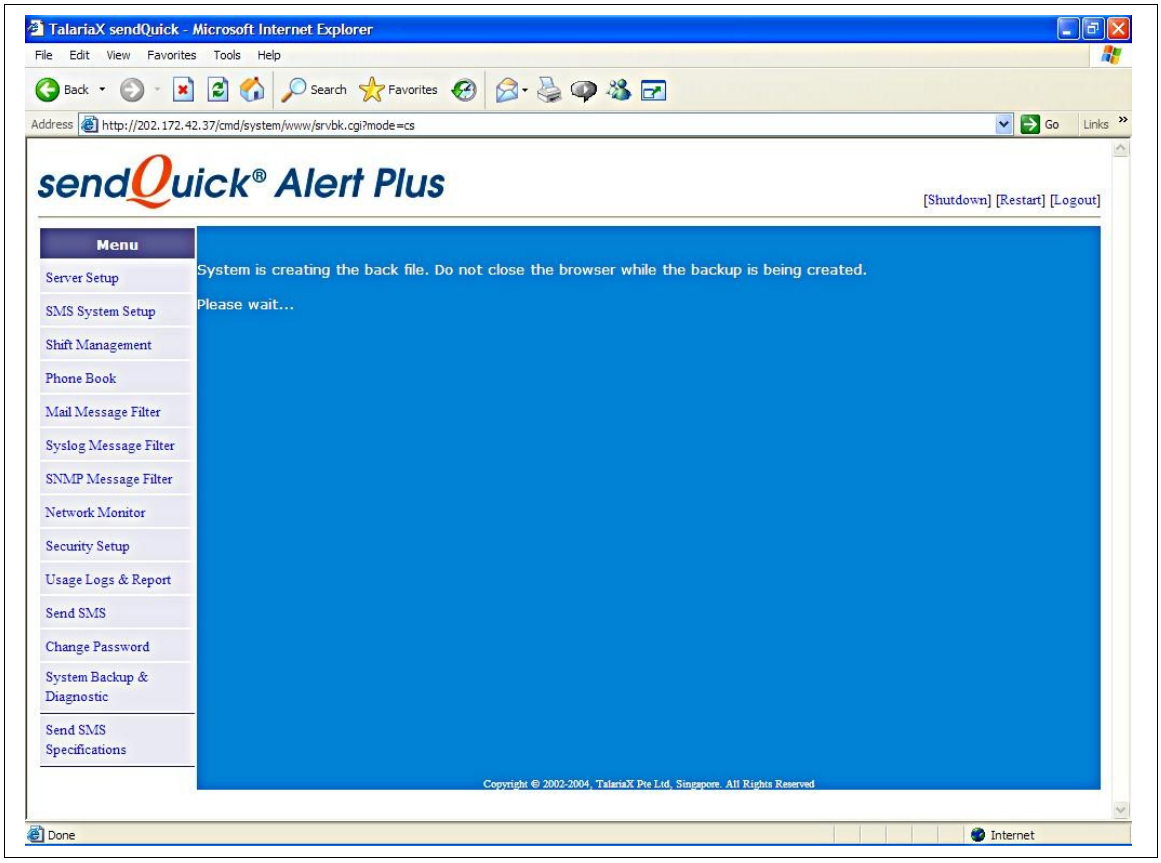

Figure 58: File Generation in Process

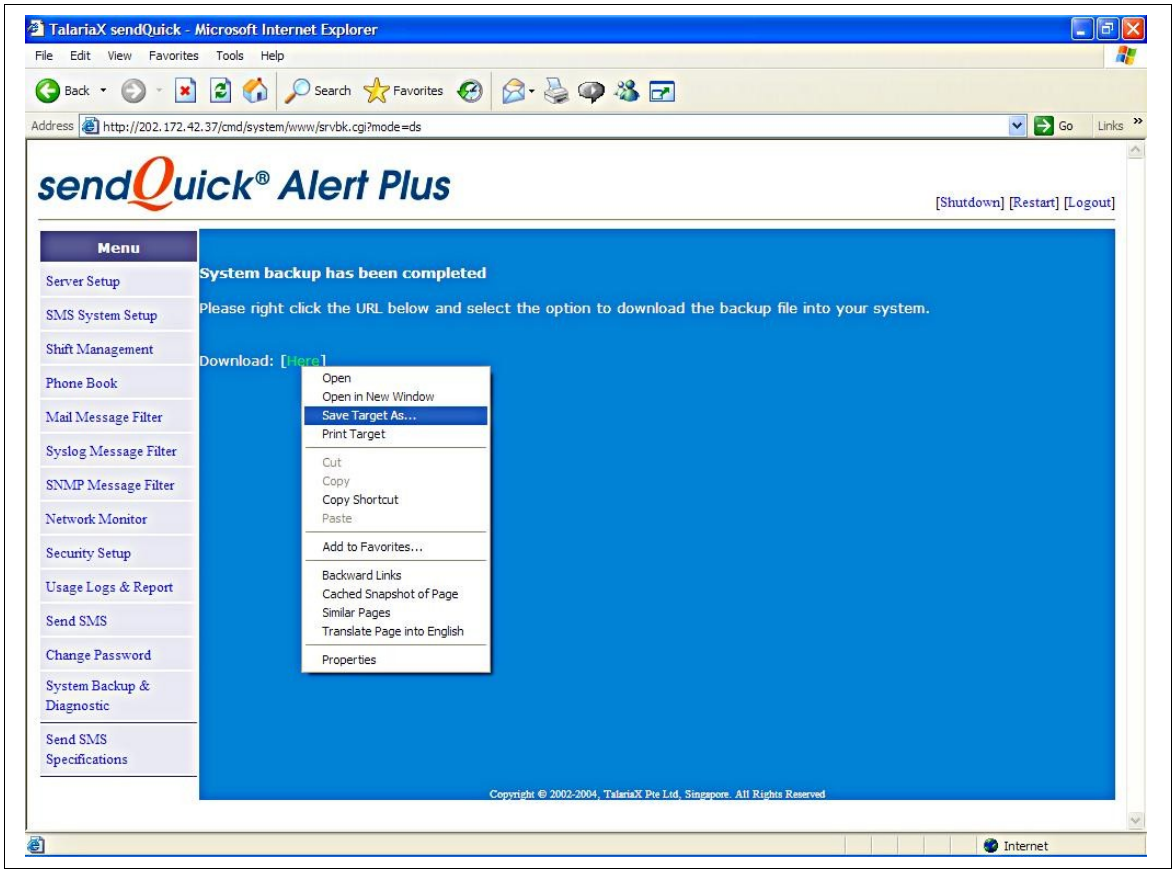

Figure 59: Save the File

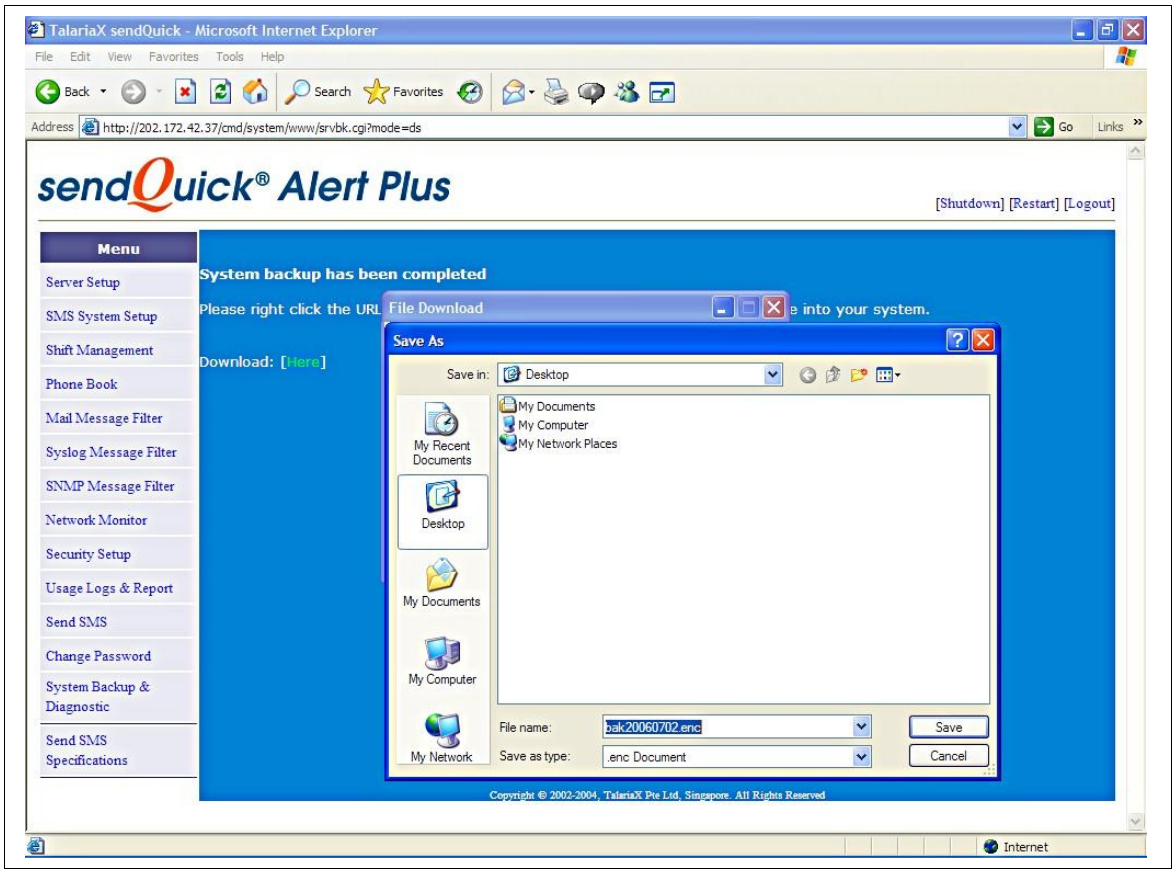

Figure 60: Save to the Local Disk

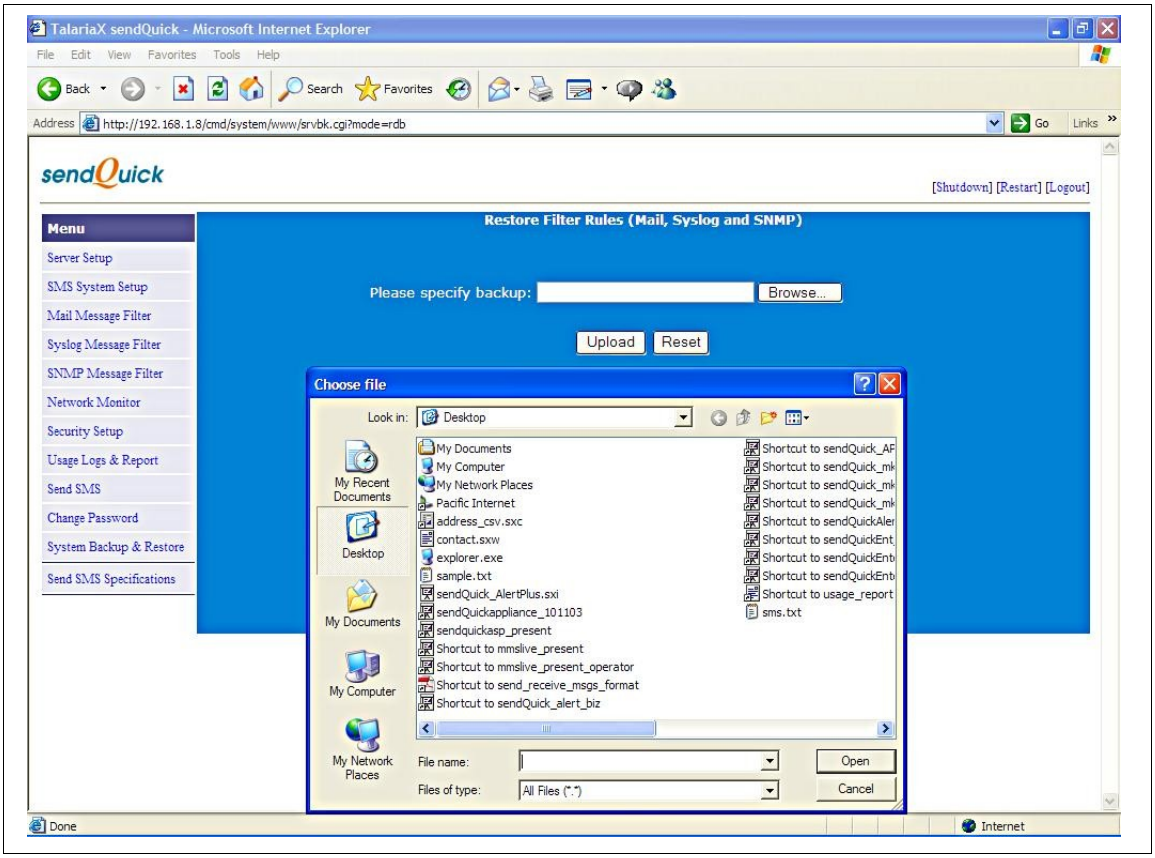

Figure 61: Upload and Restore the Configuration & Patches

The process to backup the configuration and filter rules is a orudent step to allow the company to restore these information, if required. The Diagnostic file is useful for troubleshooting. If you encounter any problem with sendQuick, it is recommended to generate a diagnostic file and email to TalariaX. We will be able to review the issues faced in the Diagnostic file and make troubleshooting easier.

Once the repair or amendment is made, TalariaX will send a new patch file while can be uploaded to the system via the Restore function (Figure 61). Once confirmed, the sendQuick system will be updated with the new program/patch.

3.20 Log-out from the System

To log-out, just select the log-out button from the navigation menu on the top right hand corner. You will see a successful log-out message once you had logged out.

4.0 SHUTDOWN AND REBOOT

You are advised not to shutdown or reboot the sendQuick server unless necessary. However, if you need to reboot or shutdown the server you can either do a web based shutdown/reboot or from the LCD display on the server. To shutdown or reboot from the web, just select the relevant button on the top right hand corner navigation button. This is shown in Figure 62 below. For LCD shutdown, this needs to be done manually and explained below.

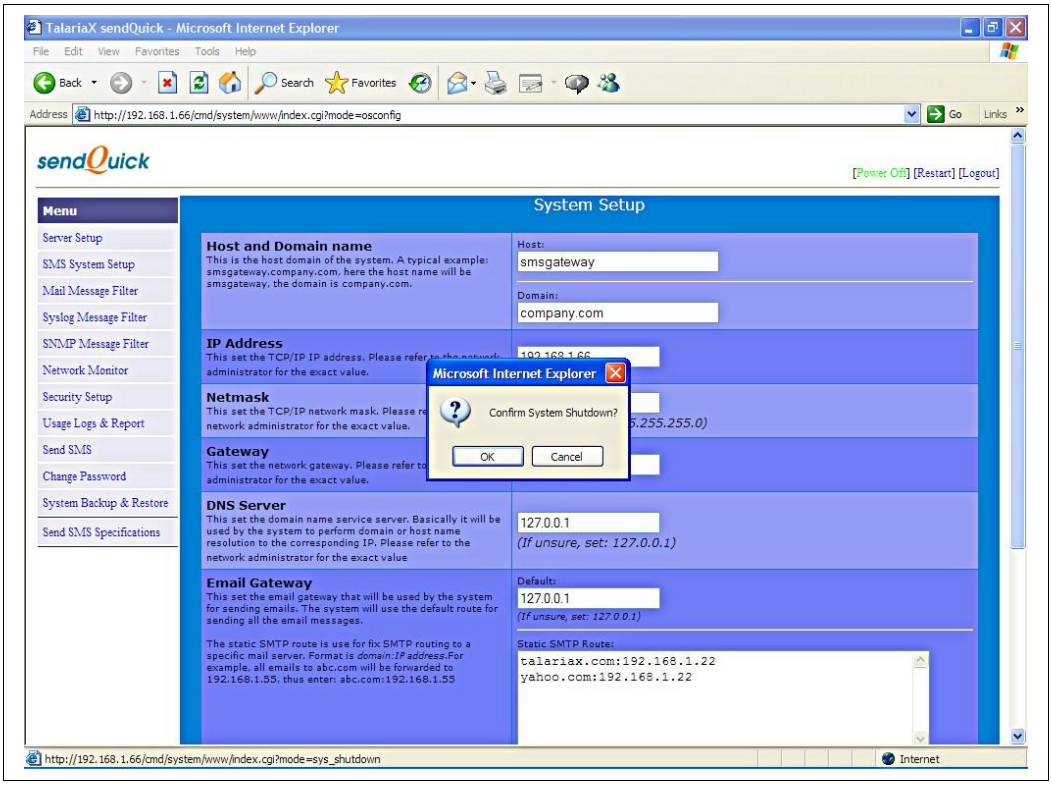

Figure 62: Shutdown and Restart Navigation Bar and Confirmation Message

Using the LCD, follow the following instructions:

(i) You can select the options by pressing the **UP** arrow or **DOWN** arrow keys on the LCD (as in Figure 63 below)

(ii) Select until you see either SHUTDOWN SYSTEM? Or REBOOT SYSTEM?. The normal mode, the message is SENDQUICK ALERT+.

(iii) Once you had decided to either Shutdown or Reboot and selected the correct options, select the **ENTER** button. The system will shutdown or reboot. If Shutdown, it will display a POWER OFF button and you can power off at the back of the system

(iv) Use the **ESC** (escape) button if you need to go back to normal mode.

Figure 63: LCD Navigation Button

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5.0 TROUBLE SHOOTING

You may encounter some common problems when using sendQuick Server. This section serves to address these common problems and how to overcome them.

5.1 I cannot access the web interface of the sendQuick server from my browser. What should I do?

There could be a problem with the LAN cable, IP address or network routing. Try to ping the sendQuick server. If no response, check the LAN cable connection and your network routing setting. If required, reboot the system and try again.

5.2 I have done all the set-up. I tried to SMS via the web interface as explained in section 3.16 but no SMS was received. Why?

You could be facing the following problems:

(i) Modem connection is not properly attached or attached to the wrong COM port
(ii) The SIM card is not placed properly or not working. Try with another SIM card.
(iii) The GSM modem is not switched-on

5.3 I set all the configuration in the server set-up accordingly but I still cannot send e-mail to SMS from my e-mail software. Why?

There may be a few reasons for this. We will review the possible reasons accordingly.

(i) The physical network connection may be faulty. Try to ensure that the network cable is plugged-in properly and do not use an old cable. Once the cable is fine, then,
(ii) Try to 'ping' the sendQuick Server from a remote machine. If there is no reply, there are some problems with the network or connection. Please check. If you get a ping reply, then,
(iii) Check your e-mail server setting. Your mail server may not be supporting the e-mail address for SMS as it does not contain a valid DNS or name server (when you use an IP). You need to configure a static mail routing in your e-mail server. You can also try by changing the SMTP server in your e-mail client configuration to the IP address of sendQuick Server. If it works after you change the SMTP server, then it is a problem with your e-mail server concerning the mail routing information. Contact your administrator for assistance.
(iv) Your modem connection could be loose. Try to fasten the modem (especially the USB version) and restart the server if necessary. Restart using hard reboot.

5.4 I cannot access the sendQuick Server from my local PC even though it is already in the network and some of my other colleagues can use it. Why?

This could happen if there exist some sub-networks in your company's network. You may need to check with your system administrator and ensure that the router allows the different networks to send data to each other.

5.5 I realised that the server only provides for one e-mail and one HTTP response. How do I allow SMS enquiries to more than one applications at one instant?

The sendQuick server is designed as a 'black-box' solution for sending and receiving SMS. We understand that most of our customers would want to interact with more than one server. In order to make things easy for all, we designed a single response URL and e-mail to make sendQuick very easy to configure and hassle free. To connect to multiple applications, you just need to develop a simple script to process the replies from sendQuick (either HTTP or e-mail) and make your own distribution to d the respective applications. This can be done by setting unique codes (keyword) for each SMS when they were sent to sendQuick and processed by your script. In this way, you will not have any constraints on any number of application servers that can use sendQuick.

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5.6 I am getting email alerts on my administrator email account stating that the modem is not found or having problem. What should I do?

The sendQuick server is designed as a 24x7 system with a built-in self checking mechanism to the modem and SIM card availability. Hence, if there is any failure to detect the modem or SIM, it will generate an error message and email to the administrators email account.

If the error messages is not frequent (that is, the alert message is occassional and not continuous for every second), there is no cause for alarm. Instances that may cause this problem is when there is an intermittent weakness in the GSM network or the system cannot find modem at that point of time. However, if the error message in continuous (for every second) and still happening at the point when you read the messages, then there is an indication that there is some modem or SIM problem with the system (see question 5.7).

5.7 I am getting continuous alert messages stating that there is no modem and the alert message is occurring every second or I cannot send SMS despite able to access the system via web interface. What is the solution?

If either of the above happened, there could be a problem with the GSM network, SIM card or GSM modem. Troubleshoot by checking the following areas:

- check that the SIM card is still in service or there is sufficient credit (for prepaid card) by calling (dialling) the SIM card number and you should hear a dialling tone (indicates it is normal).
- Check that the GSM modem is properly connected and the LED indicator is blinking (normal). If the LED is not blinking (continuous light), either the SIM is not working, fail to connect to GSM network or modem not properly connected.
    - You can try by remove and then plug in the modem again
    - Remove and insert the SIM card again. Please make sure the GSM modem cover is properly covered.

5.8 The system is not sending SMS. What are the troubleshooting steps?

If you cannot send SMS from your applications, there are a few possibilities. Do the following actions to determine the possible point of failure.

i) Ping the sendQuick server and see if there is a response. If yes, try step (ii). If not response, check your network connection to sendQuick server or to your application server. You may wish to access the sendQuick using the direct console access. If you cannot access or you see an error message on the console, contact TalariaX for technical support.

ii) Access sendQuick using the web browser. If yes, try step (iii). If you cannot browse the server, try to access via the console. If you cannot access or you see an error message on the console, contact TalariaX for technical support.

iii) Use the browser access, go to Send SMS section and send a test SMS message to your self. Check the modem status and log file to ensure messages are processed and sent. If you receive the SMS sent, then the problem lies with the application server. If you did not receive a SMS message, there could be a problem with the SIM card or GSM modem.

iv) Check that the SIM card has sufficient credit (for prepaid) or that the GSM modem is blinking. You can try to remove and reinsert the SIM or to unplug and replug the modem into the USB/serial slot. If all fails, contact TalariaX for technical support.

v) Check that the modem is connected and the LED light is blinking. If not, there could be a problem with the modem or SIM card. Remove and plug in the modem again. Please ensure that your SIM card has no SIM lock (PIN) function.

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